


EXHIBIT C

Complaint Exhibit C

crigenetics.com/fb/ancestry/orderftcfb40-oct22-ctr



COMPANY GUARANTEE REPORTS FAQ

Dear First Time Customer and FUTURE MEMBER of the CRI Genetics community,


Welcome, and congratulations.

You've just taken a huge first step towards knowing yourself better.

My name is Alexei Fedorov. My PhD in Molecular Genetics has led me on many great adventures. Greatest of all those is leading CRI Genetics into a new genetic frontier as Chief Scientific Officer.

I've studied the building blocks of life for over 35 years—here are some of the most exciting highlights I'd like to share with you:

- Working alongside Harvard University **Nobel Prize-winner Walter Gilbert**, I learned from the Master of Genetics himself.
- Studying DNA gave my life purpose. In addition to heading up CRI Genetics, I'm a tenured professor, and Director of the Bioinformatics Lab at the University of Toledo. I believe **DNA can give your life purpose like it did for me.**
- To date, I have published 50+ papers as a lead author, and my work has been cited by other scientists over 3,000 times. **That means expertise you can trust.**



ORDER NOW!


Chat with an Expert

Windows taskbar: Type here to search, task icons, First Time Customer..., 3:56 PM 11/18/2020

VLC media player playback controls: 00:04, 03:31, C-1, 100%, 1:03 PM 2/11/2022, 48°F Cloudy

Complaint Exhibit C

crigenetics.com/fb/ancestry/orderftcfb40-oct22-ctr



COMPANY GUARANTEE REPORTS FAQ

proves that we are all connected, bringing us together from every corner of the planet.

Let's take a closer look at what else we can learn from DNA testing.

- **Personalized Detailed Ancestry:** Not your brother's ancestry, your mother's, or your great-grandfather's. YOUR ancestry. Our reports analyze your past 5-8 generations (Recent), and can also trace back **50+ generations! (Ancient)** Our timeline goes back farther than any other!
- **Sense of Community:** You'll learn your heritage beyond what you've heard in stories. Using our Biogeographical Ancestry Reports, you'll learn the precise breakdown of all the pieces that make up the unique and beautiful you, linking you to knowledge, relatives, and a community that have been lost to you.
- **Timing and Location:** By examining 642,824 relevant markers across your genome using my patented DNA analysis software, I will be able to tell you not only **where your ancestors came from, but also exactly when they arrived.**

In trusting me with something so deeply personal (your DNA), here are some promises I'd like to make to you:

- **100% Data Safety:** DNA is personal and sensitive. I take this more seriously than anything else, which is why I want to assure you that **100% of your information and data is stored offline in a**

Chat with an Expert

00:12 03:31

Type here to search

First Time Custom...


3:56 PM 11/18/2020

C-2 100%

48°F Cloudy 1:11 PM 2/11/2022

Complaint Exhibit C

crigenetics.com/fb/ancestry/orderftcfb40-oct22-ctr



COMPANY GUARANTEE REPORTS FAQ

This is a **once-in-a-lifetime** opportunity.

You are here today because **your ancestors, my ancestors, all of our ancestors—conquered unbeatable odds (literally, drought, famine, and the Ice Age could have wiped humans out), and passed on their genes to subsequent generations... to us.**

Their **passion to live and explore could not be extinguished.**

I know that **neither can yours.**

With the most advanced **genotyping software** on the market, our team at the Cellular Research Institute stands at the forefront of the genetic frontier.

Will you explore that frontier with us?

This special, first time customer, limited offer is our way of saying and welcome aboard, and *thank you*. None of this would be possible without you. **By placing your order now**, your kit will be shipped out within 24 hours, guaranteed.

Let's make **the journey** together.

Sincerely,

Chat with an Expert

Windows taskbar with search bar, taskbar icons (Edge, File Explorer, Mail, etc.), and system tray showing time 3:56 PM and date 11/18/2020.


VLC media player playback controls showing 00:22 / 03:31, playback buttons, and system tray with weather 48°F Cloudy and date 2/11/2022.

Rec_11_18_20_Ancestry_Features_CRI_website.mp4 - VLC media player

Media Playback Audio Video Subtitle Tools View Help

Complaint Exhibit C

crigenetics.com/fb/ancestry/orderftcfb40-oct22-ctr



COMPANY GUARANTEE REPORTS FAQ

642,824 Markers Analyzed

BioGeographical and Health Reports

Status Update:
We are proud to say that our dedicated staff is shipping our kits quickly and safely from our US-based warehouse during this trying time of COVID-19. Currently we are not experiencing any shipping delays on U.S. orders.

Product	Price	Original Price	Action
Ancestry	\$79	\$99	ADD TO CART
Ancestry+Health	\$99	\$199	ADD TO CART

Ancestry Features

Dual BioGeographical Ancestry Reports
Discover the Ancient Origins of your DNA as our advanced algorithm explores the oldest depths of your family history

Chat with an Expert

00:30 03:31

48°F Cloudy 1:15 PM 2/11/2022

Complaint Exhibit C

crigenetics.com/fb/ancestry/orderftcfb40-oct22-ctr


CRIGENETICS COMPANY GUARANTEE REPORTS FAQ

Advance Ancestry Analysis Print

We have combined cutting-edge genetic research with the anthropological history of the human race to create your Advanced Ancestry Report. This report is an analysis that dates back thousands of years, well beyond your last 5 generations and most recent ancestry.

The team at CRI compared your DNA to reference populations that have been discovered and genotyped from all over the world. We factor in the known history of human migration patterns over the last several thousand years before assigning them to your report. This process allows us to link you, through your ancestral lines, to vast regions that span well across the planet.

The results you see below reflect the "oldest" ancestries in your family history. Populations of men and women that lived thousands of years before most current nations, such as Germany or Britain, even existed. However, your report will still include these country and region names, in order to best help you identify which geographic location your genetic makeup arose from.



Chat with an Expert

00:43 03:31

Type here to search

First Time Custom...

3:57 PM 11/18/2020

C-5 100%

48°F Cloudy 1:17 PM 2/11/2022

Complaint Exhibit C

origenetics.com/fb/ancestry/orderftcfb40-oct22-ctr

CRIGENETICS CELLERIAN RESEARCH INSTITUTE

COMPANY GUARANTEE REPORTS FAQ

Why Choose CRI Genetics?

CRI Genetics is an advanced team of Geneticists, Anthropologists, and Social Scientists. We are passionate about providing our customers with the most accurate (and interesting!) DNA-based reports.

We use patented DNA analysis algorithms designed by renowned Molecular Geneticist Alexei Fedorov, who was apprentice to Nobel Prize winning scientist Walter Gilbert at Harvard University. Alexei's algorithm uses 642,824 hand-chosen genetic markers.

Simply put, the genetic expertise at CRI Genetics is unmatched anywhere else in the business...

That means that you get fascinating Ancestry reports and useful Health reports that are not just detailed, but are also extraordinarily accurate. We're very confident you will love every step of the process at CRI Genetics.

How Does It Work?

How Does The 8 Week Efficiency Guarantee Work?

Is My Information Safe?

Chat with an Expert

Type here to search

3:57 PM 11/18/2020

01:14 03:31

Stop playback

48°F Cloudy

1:19 PM 2/11/2022

Rec_11_18_20_Ancestry_Features_CRI_website.mp4 - VLC media player


Media Playback Audio Video Subtitle Tools View Help

The screenshot shows a web browser window with the title "Complaint Exhibit C". The address bar displays "origenetics.com/fb/ancestry/order-ftcfb40-oct22-ctr". The website header features the CRI Genetics logo and navigation links for "COMPANY", "GUARANTEE", "REPORTS", and "FAQ". The main content area displays two pricing options: one for \$79 (marked down from \$99) and another for \$99 (marked down from \$199). Both options include a prominent "ORDER NOW" button. Below the pricing section, the website provides contact information: "USA 1-800-571-9216", "UK +44 800 368 0243", and "support@origenetics.com". It also includes links for "Careers" and social media icons for Facebook and Instagram. The footer contains the copyright notice "©2020 All Rights Reserved CRI Genetics" and links to "Terms and Conditions" and "Privacy Policy". A "Chat with an Expert" button is visible in the bottom right corner of the page.

The bottom of the image shows the Windows taskbar and the VLC media player interface. The taskbar includes the Start button, a search bar, and several application icons. The VLC media player interface shows a progress bar at 01:23 and a volume icon at 100%. The system tray in the bottom right corner displays the date and time as 1:20 PM on 2/11/2022, along with weather information (49°F Cloudy) and a battery icon.

Complaint Exhibit C

crigenetics.com/first-time-customer-offer-cta



COMPANY GUARANTEE REPORTS FAQ

Biogeographical Ancestry Reports, you'll learn the precise breakdown of all the pieces that make up the unique and beautiful you, linking you to knowledge, relatives, and a community that have been lost to you.

- **Timing and Location:** By examining 642,824 relevant markers across your genome using my patented DNA analysis software, I will be able to tell you not only where your ancestors came from, but also exactly when they arrived.

In trusting me with something so deeply personal (your DNA), here are some promises I'd like to make to you:

- **100% Data Safety:** DNA is personal and sensitive. I take this more seriously than anything else, which is why I want to assure you that 100% of your information and data is stored offline in a private facility that requires our highest security clearance to access.
- **Privacy Protection:** Additionally, our 4096 bit RSA and TLS 1.3 encryption servers meet websites like Google and Amazon's standards of privacy protection.
- **3-4 Week Turnaround on your Results:** As a first time customer, you can expect a 3-4 week turnaround from the time we receive your test until we complete your report (if we're backed up and for some reason and you don't receive your report within 8 weeks, call us and get a full refund, guaranteed).

Chat with an Expert

02:26 03:31

49°F Cloudy 1:23 PM 2/11/2022