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email 8

Re: Inquiry on Re-Instatement**Date:** Today, 01:43:44 PM CDT**From:** BPDFamily**To:** Geoffrey Setiawan Alternative (6 KB)**Attachments:**
[Save All] Plaintext Message (3 KB) HTML Message (3 KB) Plaintext Message (3 KB)

Geoffrey,

We proudly collaborate with many professionals including clinical experts, professors, authors, grad students, treatment programs, healthcare providers, and life coaches in several countries and we do our best to provide professional courtesies. We have extended professional courtesies to you, as well.

Respectfully, your participation on our site is becoming a distraction and it is not yielding results that benefit you or us. If you take a moment a look at the community guidelines, your actions in the last few days actually qualify for a lifetime ban. Fewer than 10 people have been issued a lifetime ban in the last 15 years. We're not banning you, but we are saying your participation needs to fall within the longstanding and published guidelines of the community and not be disruptive.

We welcome your to response to the critiques of your online content and we will extend an invitation to for you to respond after some more content has been posted. That will likely take a few weeks.

Our platform is clinically based and where possible, evidence based. When professionals respond, the response is disciplined and focused on psychology content and is usually presented in the way healthcare professionals converse and exchange ideas.

1. You use excellent communication skills in your videos and that style is preferred over a lengthy stream of consciousness. Our members prefer the same focus and brevity that your clients do.
2. When you respond to critique, its important to stay within the boundaries of the concepts be critiqued. Your response to the question "is it wise to have patient be their own doctor", and "if therapy was good for Setaiwan, why isn't good for us", did not offer anything meaningful and directly related to those questions.

It's important not to sidestep the questions by saying the reader took the article out of context, or he can't understand what he read without taking the course, or asking to show endorsements, or saying classes are full, or my course is 100 hours, or make comparisons of yourself to Einstein.

The "be your own doctor" seems to be pretty fundamental to your program, its highly unusual, and one might suspect that it is based on cost-justifying your program - not outcomes. We know you don't have reportable data (like CBT or DBT has) so it really come down to deductive reasoning and and maybe supported by an anecdote. Shot it straight.

3. Respectfully, client endorsements aren't useful here. This is the Internet and we could

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find 1,000 endorsements that say the earth is flat and 1,000 that say it's round.
Endorsements are really best for Yelp or your web page.



We appreciate you and hope you decide to collaborate.

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You are a registered member of BPDFamily.com. If you would like to be removed from our member's emailing list, please contact us at administrator@bpdfamily.com

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email 7

Re: Inquiry on Re-Instatement**Date:** 05/24/2022 (12:25:09 PM CDT)**From:** Geoffrey Setiawan**To:** administrator@bpdfamily.com Alternative (59 KB)**Attachments:**
[Save All] Text (24 KB) Text (35 KB)

You replied to this message on 05/26/2022 01:43:44 PM.

 Text (24 KB)

Hi BPD Admins,

One of my clients just let me know that you have flagged their comments as either:

- 1) Being posted by myself (Which is untrue – Borna and Shekar are real people)
- 2) Solicited by me (Which is also untrue – Borna and Shekar found the post themselves AFTER you changed the link of the thread. It's literally ranking highly on SEO, so of course, they are going to find it!)

And yes, you did remove a bunch of my client's comments, which I can prove as well.

I would like to get on a 30 minute Zoom call with a member of your admin team so we can show you evidence that this is not the case. Again, we have nothing to hide.

If I do not get any response on this email, or if comment from my clients keeps getting flagged or removed for false reasons, I will be forced to shoot this over to my lawyer, and I will not hesitate to take legal action against this.

Nothing about this is professional or right.

I have tried so hard to communicate transparently with you all, but is continually met with resistance.

Geoffrey

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From Geoffrey Setiawan

05/22/2022 (06:10:13 PM CDT)

Different format

Hi Admins,

I have no issues letting this play out.

But one thing I would like to ensure is that when my clients, who know me and my business best, leaves a comment, that it does not get deleted. I think that's only fair part of having honest arguments from both sides.

What I do want to make clear is that when my clients leave a comment on this thread, it is not because I hand selected them and send them over to post.

Note: Yes, I made that ONE post, but that's similar to a restaurant asking their diners to leave a review with their honest review of their experience AFTER having experienced the restaurant.

But even if you look closely at that post, I did not hand select anyone. I am not paying anyone to leave a positive review as they are free to post a negative review if they wish. They are not posting their comments and replies not because I asked them to, but because they WANT and feel the need to spread the word about this invaluable service.

My clients are extremely passionate about this service and this coaching program. They WANT to express themselves, and they WANT to support and express their honest thoughts, so much so that having their honest comments and honest thoughts deleted is leaving a really bad taste in their mouths.

They are so passionate that they tell their therapists about this program, and we have multiple emails per week from therapists who are asking to enroll in our program, and to learn from our program. (I've attached one that we have received to this email, and you are free to cross-reference the validity of this person so that you know I am not making anything up).

Note: I can show you messages, threads, and emails I have received from our clients expressing their concern, expressing their intentions to post a reply, and expressing their sense of duty to spread the word about something they deeply believe in and WHY they feel compelled to participate in this thread.

And NONE of this has to do with any incentive given from my side. They want to do this from their own goodwill. I've tried to show you this through various looms and videos, which seems to have not been watched.

So given that this post is now ranking highly in search engines when people Google my name, I would expect replies from my passionate clients to come in periodically. I cannot control this,

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nor do I want to, as I have a business to run, and real lives that we're trying to save. As I am sure you can understand, I would like to dedicate my time to doing that.

Just today alone, one of my clients have come across this thread, and posted his response to the thread, and alerted me of this (which is why I am writing to you now). His name is Shekar Daryl. You can look his profile up on FB to confirm that he is indeed a real person, and not some person I made up.

He was not asked to post. He did so because he WANTED to do so, and felt that it was his duty to do so (the same way your members state their opinions because they deem it important they do so as they know it can help many people).

And I think this could be beneficial for you guys too, as many of my members have either been diagnosed as having "BPD" or have thoughts about their partners having "BPD".

I am sure my audience and my clients are the same people that you would like to attract to your forum, and many of these people are scientists, business leaders, politicians, and therapists themselves who care deeply about this topic.

Sure, these are new profiles, but I can assure you that all of these are from real people, with big influences in their community, as these are probably from scientists, business leaders, politicians, and therapists who can & do afford my program. I would hate to see them continue to be left with a bad taste in their mouths, especially when I can see that you guys are really trying hard to do some good in this world as well (just like I am.)

So again, to repeat my ask. I would like to ensure that if there is a comment from someone indicating that they are a client of mine, and they took the care and effort to create a profile to be able to speak their minds, that they are allowed to do so.



Does that sound fair to you?

Again, guys, I have nothing to hide. All I want is to allow for an organic and fair system for what types of comments you allow, and not artificially bias this thread, especially if my clients (who are the people who actually have the best idea of what the experience of my service is like, whether positive or negative) to voice their opinions and not have their comments deleted.


Best,
Geoffrey

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email 5

Re: Inquiry on Re-Instatement**Date:** 05/22/2022 (10:51:17 AM CDT)**From:** Geoffrey Setiawan**To:** administrator@bpdfamily.com**Cc:** Jason Newman Alternative (38 KB)**Attachments:**  Text (15 KB)

[Save All]

 Text (23 KB)

You replied to all recipients of this message on 05/22/2022 03:32:38 PM.

 Text (15 KB)

Hi Admins,

I am following up on this thread – I do have all intentions to settle this amicably and professionally. I am being extremely honest with my intentions, my perspectives, and being extremely open to sharing anything and everything about my business.

I am taking the effort to reach out to you folks as you recommended me to do.

I run a very effective service and would hate for my brand to be mis-represented like this.

One of my clients have informed me that the thread has now been moved and re-titled.

This is now showing up as one of the top results when people google reviews of my name or my business, so this is now very high on my radar, as you can understand.

https://bpdfamily.com/message_board/index.php?topic=351906.0

Per my previous email, I think what I am requesting is an extremely fair request, as all I am asking for is that if the title of the thread is “Geoffrey Setiawan: Online Reputation, Independent Review” that you do allow for actual independent reviews from all parties to give the most honest look into my brand and my services (I see that you have also removed all of the comments and replies from my actual clients, and I do have evidence that these reviews are submitted independently, and that they are the ones who informed me that their comments have been removed/their profiles blocked/etc...).

If you have no intentions of allowing the space for actual honest & independent reviews, then it would only be fair to consider one of the 3 options below (or another option that you would recommend).

I am open, and again, I do have all intentions to settle this amicably and professionally. I am being extremely honest with my intentions, my perspectives, and being extremely open to sharing anything and everything about my business.




I am taking the effort to reach out to you folks as you recommended me to do.

I run a very effective service and would hate for my brand to be mis-represented like this.

Best,
Geoffrey

[Reply](#)[Forward](#)[Delete](#)

email 4

Re: Inquiry on Re-Instatement**Date:** 05/19/2022 (10:28:14 AM CDT)**From:** Geoffrey Setiawan**To:** administrator@bpdfamily.com**Cc:** Jason Newman Alternative (32 KB)**Attachments:**
[Save All]  Text (13 KB) Text (20 KB) Text (13 KB)

Hi Admin!

Thank you for your response. I realize that you are not obligated to respond in any way, so I do really appreciate this.

At the time of discovering this thread, I had no idea that reaching out to the administrators directly was an option, but now that I know, I will definitely do so in the future. So thank you for educating me on this.

I'll provide 3 options of which I think is fair below. As both a forum and a social media platform, I trust that your decision will serve the purpose of promoting fair, impartial and educated information on your platform.

When evaluating these things, I think it is important to think about intentions.

My intention was never to sell or advertise my services. Nowhere in my prompt to my members did I tell them to sell my services for me. I simply made them aware of this thread, and told them that if my services has changes their life in a massive way, to give an honest and impartial review of my services as an actual paying client.

I do not think my client's intentions are to also sell my program. They do not get a single cent from promoting my services to others. The sole reason why they chose to do so is because my services has indeed changes their lives in a massive way.

I think their intentions for doing so was to simply 1) Address many of the questions that the original poster had asked, 2) because they had most likely asked many of the same questions before, and 3) to give an honest account of their experience with my services. They are posting because they WANT to – they have nothing to gain from this – they just want to give an honest review.

And I think as paying clients, they do have the most honest, fair, impartial and educated stance.

I think of this as akin to reviews about anything else, for example a restaurant. Imagine if a restaurant were to get someone mis-representing their restaurant simply by driving by the restaurant, never having tried the restaurant, or experience the restaurant.

And yes, while I do know this happens, I think this is precisely the problem with the "review" culture today – it does not allow for an honest, impartial and educated review to help us guide our decisions very well.

email 4

Again, the most impartial and honest POVs are always from actual customers of a business. But right now, it seems like my clients being a paid customer is being regarded as a bad thing, which is a little odd and does not make sense to me.

If being a paid customer disqualifies someone from leaving a review, then we're encouraging non-customers to leave reviews. But aren't those precisely the people who should NOT be giving reviews?

Aren't we just encouraging a more broken review culture?

So here are my 3 options that I would suggest:

1) Open up the thread, and allow my clients, who are educated on my services and who are qualified to actually give an honest review, do so...

Again, for the reasons above, and given the intentions of my clients, I think this is only fair.

Sure, you can say that their reviews might be impartial since I did make them aware of the thread, but I do not see any reason to think why me making them aware of the thread would make their review impartial in any way.

Again, they do not get any incentives to participate in any way. They are doing so simply because they have strong but honest opinions about my services, and they do want to speak their own mind to help the original poster.

This would have been no different than if they had discovered the thread on their own.

Some of our clients have posted replies without a single call to action, some with the call to action to simply explore, and albeit, some with the call to action to sign up and experience this for yourself.

But again, I have no control of this. And they do not get any incentives for doing so. They are just giving their honest and impartial review of what actually happened and their honest suggestions for next steps, fueled by their massively positive experience in the program.

And I do not think it is accurate to say that my clients have no intentions of ever engaging in your forum. Do I know that they will become active members? Nope - I do not know that. But have they faced the exact same problems that your members are facing, and that your forum is designed to help with. Definitely - I think if you have seen many of their replies, you will see this.

Lastly, again, my clients are simply trying to give their honest account of their experience in the program. And again, the most impartial and honest POVs are always from actual customers of a business. But right now, it seems like my clients being a paid customer is being regarded as a bad thing, which is a little odd and does not make sense to me.

If being a paid customer disqualifies someone from leaving a review, then we're encouraging non-customers to leave reviews. But aren't those precisely the people who should NOT be giving reviews?

Aren't we just encouraging a more broken review culture?

2) Remove comments that contain uneducated, dishonest, and unfair allegations against the business

Now, I realize that this may not be possible for you, but I would also suggest that remove the comments that suggest false or uneducated allegations on my services. Again, I think of

email 4

this as akin to reviews about anything else, for example a restaurant. Imagine if a restaurant were to get someone mis-representing their restaurant simply by driving by the restaurant, never having tried the restaurant, or experience the restaurant.

And yes, while I do know this happens, I think this is precisely the problem with the "review" culture today - it does not allow for an honest, impartial and educated review to help us guide our decisions very well.

And again, the most impartial and honest POVs are always from actual customers of a business. But right now, it seems like my clients being a paid customer is being regarded as a bad thing, which is a little odd and does not make sense to me.

If being a paid customer disqualifies someone from leaving a review, then we're encouraging non-customers to leave reviews. But aren't those precisely the people who should NOT be giving reviews?

3) Un-index this particular thread from being able to appear in search engines.


If your team is unable to do either #1 or #2, then another suggestion I can have here is to un-index the page so it still appears on your forum, but no longer appears on search engines.

I think it would be fair that if the thread/forum does not allow for the other side to speak their mind, and explain their side of things, that the general public (search engine users) should not use this thread to guide their decision, as it does not provide both sides to the story, and does not lead to a fair assessment and information to guide their decision.

Thank you,
Geoffrey

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email 3

Re: Inquiry on Re-Instatement**Date:** 05/18/2022 (11:47:18 PM CDT)**From:** BPDFamily**To:** Geoffrey Setiawan**Attachments:**
[Save All] Alternative (14 KB) Plaintext Message (6 KB) HTML Message (9 KB) Plaintext Message (6 KB)

Geoff,

We can certainly understand where you are coming from, when it comes to seeing negative things written about your business online.

This would have been a great deal easier to resolve if you had contacted us about it, directly.

We have both membership requirements and guidelines to uphold. Namely, these:

<https://bpdfamily.com/content/membership>

1.12 ADVERTISING AND COMMERCE: Links to publishers, book stores, and pharmaceutical companies are permitted. Links to face-to-face medical providers of which members have had first hand experience are permitted. Members may not advertise, recruit, solicit, sell or provide links for online therapists / life coaches who are providing online fee-for-service. Members may not advertise or link to websites selling products and services online. [www.bpdfamily.com/guidelines#advertising\[1\]](http://www.bpdfamily.com/guidelines#advertising[1])

In other words, recruiting strangers, none of whom have any intention of being participants other than to clog up the board and testify on your behalf, is kind of egregious.



Furthermore, and respectfully, no one in that thread accused you of running a scam. One member replied that, based on what the OP wrote, that it sounded scammy. Reviews of various services, resources, articles, coaches, and the like, are standard, not just on our forum, but unfortunately, the internet in general.

There are google-able negative reviews of BPDFamily, that we have no say in. We get it.


What would you like to see happen here? How can we help?

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email 2

Inquiry on Re-Instatement**Date:** 05/18/2022 (07:34:26 PM CDT)**From:** Geoffrey Setiawan**To:** administrator@bpdfamily.com Alternative (8 KB)**Attachments:**
[Save All] Text (3 KB) Text (5 KB)

You replied to this message on 05/18/2022 11:47:18 PM.

 Text (3 KB)

To whom it may concern,

I am writing for one of your administrators to hopefully look into this case for us.

Here's what happened:

One of my clients brought the forum thread to my attention, and so I took action.

I made a post in my community about the thread, and told others that if I have changed their lives in massive ways, I would appreciate if they could post a response in this thread to educate people about the program.

So my clients did, and I made my own post to justify that what we do isn't a scam. And I posted a video link with tons of evidence that it wasn't a scam.

Why You Should Look Into Our Case, At Least

Now I understand that your goal is to protect your members and community from spammy content or from fake news/false content. I have also come to understand that you want to not have any negative or disparaging comments in any way.

I also understand the goals of your forum –

1) You want to preserve the family – we do too. And I think if you view the video below, you will see that we actually have a very effective program to preserving families. I think that allowing people, who have not done their due diligence, to call us a scam is actually going against this mission that you have set for yourself.

2) You want healthier healing of failed relationships – Again, this is precisely what we do, and we're the top program out there, as you can see from the video. I think that allowing people, who have not done their due diligence, to call us a scam is actually going against this mission that you have set for yourself.

3) Provide clinically reliable tools and educational materials – Many of our clients are therapists and scientists themselves, and they see our program as pioneering many scientific and philosophical principles to help with your mission #1 and #2. Once again, I think that allowing people, who have not done their due diligence, to call us a scam is actually going against this mission that you have set for yourself.

So I think we have the same mission.

email 2

The accusations that I am a scam came from a person who clearly has not familiarized themselves with that we do, or the real results that we bring.

I wanted to make my post to show people who we truly are, and for people to see the truth about how our business runs, and how we actually change people's lives.



If many of my clients decide to post into your forum and into that thread as well, then I don't think that can be considered as spammy. After all, my clients voluntarily posted their responses because they are extremely passionate about the business that we have built, and how much we've been able to help them.

Now, I believe that our goals are aligned here – we both want to help people. And we currently have a program that helps people massively, and we feel that it is our responsibility and duty that we do stand up to false accusations about us.

Here's another recent video that I made further outlining the number of people supporting our program and our business, and why we feel the need to stand up for our case, and to support many of the points we brought up earlier.

<https://www.loom.com/share/e002405c993a44eda3e5b83b57c7a241> <<https://www.loom.com/share/e002405c993a44eda3e5b83b57c7a241>>

Thank you in advance,
Geoffrey

[Reply](#)[Forward](#)[Delete](#)[email 1](#)**Re: Geoff / Reinstatement_Membership****Date:** 05/18/2022 (07:26:06 PM CDT)**From:** resolve@bpdfamily.com**To:** appeal@bpdfamily.com**Attachments:**  Text (3 KB) Text (3 KB)Service Request from <https://bpdfamily.com/resolve/>

Addr:Geoff

Sys:Reinstatement_Membership

Email:geoffrey@relationshipsmastered.com

IP_Address:2600:1700:3ea1:5590:3113:41b6:9446:279

Read_Guidelines?:Yes

Hours_Since_Incident:Hours

Describe_Situation:I am a business owner, and some of your members falsely called my business a scam, without even exploring who we are, what we do, and the results that we deliver.

One of my clients brought the forum thread to my attention, and so I took action.

I made a post in my community about the thread, and told others that if I have changed their lives in massive ways, I would appreciate if they could post a response in this thread to educate people about the program.

So my clients did, and I made my own post to justify that what we do isn't a scam. And I posted a video link with tons of evidence that it wasn't a scam.

Here's the video we posted.

<https://www.loom.com/share/413c6334e3c544c099b5915a99edab96>

Describe_Moderation:I understand that your goal is to protect your members and community from spammy content or from fake news/false content. I have also come to understand that you want to not have any negative or disparaging comments in any way.

And I think I am in the same boat.

The accusations that I am a scam came from a person who clearly has not familiarized themselves with that we do, or the real results that we bring.

I wanted to make my post to show people who we truly are, and for people to see the truth about how our business runs, and how we actually change people's lives.

If many of my clients decide to post into your forum and into that thread as well, then I don't think that can be considered as spammy. After all, my clients voluntarily posted their responses because they are extremely passionate about the business that we have built, and how much we've been able to help them.

Now, I believe that our goals are aligned here – we both want to help people. And we currently have a program that helps people massively, and we feel that it is our responsibility and duty that we do stand up to false accusations about us.

email 1

Here's another recent video that I made further outlining the number of people supporting our program and our business, and why we feel the need to stand up for our case.

<https://www.loom.com/share/e002405c993a44eda3e5b83b57c7a241>

Reinstatement_Request:I would take a deeper and honest look into the nature of my reply, and the nature of my client's replies.

If you think that it is spammy or faked in any way, then I will accept your decision to keep be banned.

But I think if you looked closer into the nature of our comments, you will find nothing spammy or false about it.

Here's another recent video that I made further outlining the number of people supporting our program and our business.

<https://www.loom.com/share/e002405c993a44eda3e5b83b57c7a241>

Fit_with_BPFamily:I don't know your community, the staff or co-members. Saying that I do would be a lie.

But I do know enough to understand that what we are doing does not go against what you are trying to do.

We're just trying to present a balanced set of information so your readers are equipped with what they need to come to their own proper conclusions.

mail:appeal@bpdfamily.com

Submit:Submit