


Fig Lipodissolve Complaints

By Tony Miller

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A warning from the Better Business Bureau about a company based in St. Louis.  [Watch](#)

More than 90 complaints have been received this year alone about a company named Fig, formerly called Advanced Lipo Dissolve.

Patients we spoke to told us they thought it was a dream come true, but the lipo dissolve treatments were painful and they didn't work. When patients tried to get their money back, the real nightmare began.

It seemed like a miracle. A few injections and the fat would melt away. "I saw the commercial and the actual next day I went in," said "Alexis", a patient who didn't want to be identified.

They were also told results would come fast. "I would see immediate results, I could be on the beach soon," said LaToya Jeffries, another Fig patient.

But 100 patients who complained to the Better Business Bureau say the results never came. And that's when the excuses began. "She explained to me that my muscles had stretched so far that it wouldn't work," said Jeffries.

When they tried to take advantage of the money back guarantee, they got the run around. "It literally took 4 months to get my money back," said Jeffries.

Some were forced to sign an agreement promising not to warn anyone about Fig. Otherwise, no refund.

According to the Better Business Bureau, the company is justifying not giving refunds by saying they require their customers to complete the treatments first. But many of the customers are saying the treatments are so painful they can't endure them any longer.

"I had to literally go home and take pain medication and lay down for the rest of the day," said Jeffries.

Fig refused our request for an interview. But in a written statement, CEO Rob Semaan says "We acknowledge that the demand on our resources have outpaced our ability to respond in a timely manner." We are working diligently to remedy this situation."

The Better Business Bureau doesn't think they're trying hard enough. "At this time the company has an unsatisfactory record with the Better Business Bureau because we feel that they have not made a good faith effort to resolve a number of the complaints and the pattern just continues," said B.B.B. President Michell Corey.

Corey outlined tips that anyone interested in medical treatments should heed.

-Be Skeptical of high pressure tactics and one-time-only offers. -Be cautious of vaguely worded testimonials the cannot be verified. -Testimonials are no substitute for scientific proof. -Ask family and friends for recommendations. -Beware of claims that a diet product is "a breakthrough", "secret," "exclusive," or miraculous. These are not scientific terms. -Before committing to weight loss product or program check with your physician. -Check the offer out with the nearest Food and Drug Administration. -Contact the Better Business Bureau at (314) 645-3300 or www.stlouisbbb.org to see if there are complaints against the company you're considering doing business with.

The website for Fig is www.fig.com.

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