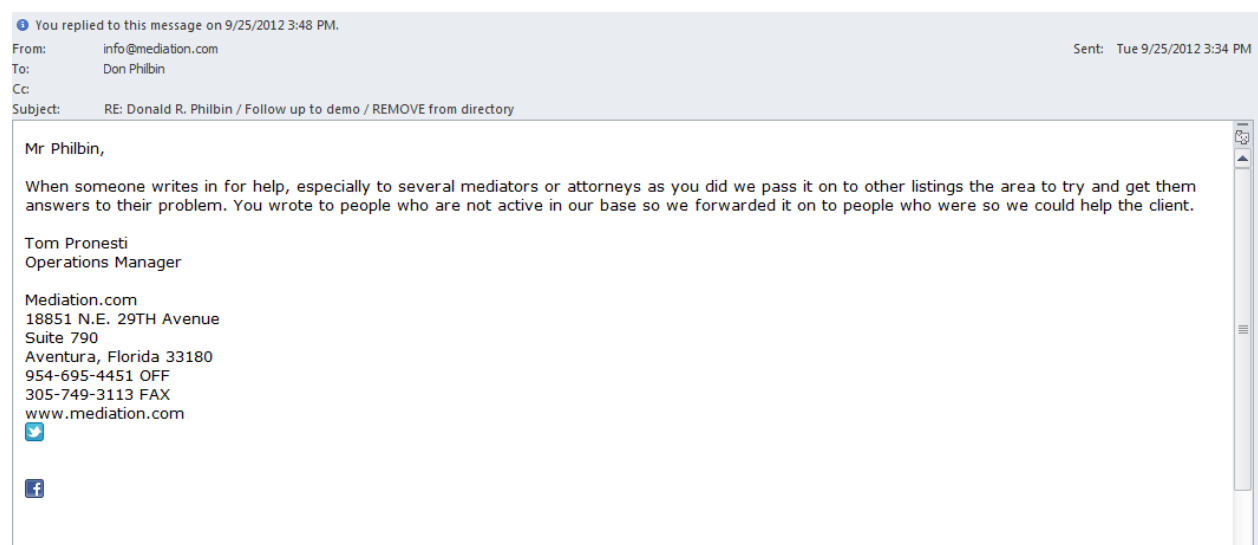


Apparently I have been unknowingly listed with Mediation.com. So users could find me in search results and be directed to Mediation.com. Mediation.com even includes what looks like an old (over six years old) Martindale bio. Would be users can even email me from this Mediation.com cite after I turn up there in a Google search.


The trouble is that the email was never delivered to me. Perhaps worse, when I wrote to other mediators that I know, I received responses from Mediation.com listed people that I do not know. The screenshots for several examples follow. You will notice that I wrote something different to each -- and matching language came back from other mediators.

When I asked to be deleted, here is the explanation I received:



The test cases follow. I have not heard back from a single mediator that I addressed. Mediation.com listed mediators have, however, apparently been provided with those emails.

Here is the search result for Philbin:



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<b>Peter Philbin</b> Member	<a href="#">View Profile</a>
<b>Christopher Philbin</b> Associate	<a href="#">View Profile</a>
<b>Phillip Philbin</b> Member	<a href="#">View Profile</a>
<b>Donald Philbin Jr.</b> Executive Vice President, Chief Operating Officer and General Counsel	<a href="#">View Profile</a>
<b>Scott Philbin</b> Associate	<a href="#">View Profile</a>

Here is my listing, which looks like it was taken from Martindale or Lawyers.com at least a half dozen years ago:



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Home » Donald R. Philbin Jr. Claim Listing



**Donald R. Philbin Jr.**  
Executive Vice President, Chief Operating Officer  
and General Counsel  
Business, Mediation

7411 John Smith Drive, Suite 200  
San Antonio, Texas 78229

[SEND EMAIL](#)

Website:  
Email: [SEND EMAIL](#)  
Areas of Practice:  
Business

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**Admitted**  
1988, Texas, U.S. District Court, Northern, Southern, Eastern and Western Districts of Texas, U.S. Court of Appeals, Fifth and Tenth Circuits and U.S. Supreme Court

**Law School**  
Pepperdine School of Law, J.D., 1987

**Law School Graduation Year**  
1987

**College**  
Trinity University, B.A., 1984; University of Texas, San Antonio, M.B.A., 2001

**Memberships**  
Fifth Federal Circuit and Federal Communications Bar Association; State Bar of Texas; American Bar Association; American Corporate Counsel Association; College of the State Bar of Texas; William S. Sessions American Inn of Court XX.


**Biographical**  
Beta Gamma Sigma. Member, Pepperdine Law Review, 1985-1987. Member, Moot Court Board, 1986-1987. Margaret Martin Broch Scholar of Law, 1986-1987. Recipient, American Jurisprudence Awards in: Corporations; Agency and Partnerships. Co-Author, Chief Justice Rehnquist's First Bout With Classroom Instruction, 58 Okla. B.J. 817, 1986. President, Trinity University Alumni Association, 1993-1995. Ex-Officio Member, Trinity University Board of Trustees, 1993-1995.

**Military**



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When I pressed "Send Email", this screen appeared:



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**Contact a Mediator Donald R. Philbin Jr.**


**To:** Donald R. Philbin Jr.  
**Subject:** Potential Mediation Inquiry

**Your Name:**   
**Your Email:**   
**Your Phone:**  (e.g., 111-222-3333 x 44444)  
**Location:**  (e.g. New York, NY or 10001)  
**Message:**

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So I sent myself an email:



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**Contact a Mediator Donald R. Philbin Jr.**

**To:** Donald R. Philbin Jr.  
**Subject:** Potential Mediation Inquiry  
**Your Name:** Don Philbin  
**Your Email:** don.philbin@gmail.com  
**Your Phone:** 2102127100 (e.g., 111-222-3333 x 4444)  
**Location:** San Antonio, TX (e.g. New York, NY or 10001)  
**Message:**

This is a test to see how quickly this electronic communication is sent.

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Contact a Mediator Donald R. Philbin Jr.

**To:** Donald R. Philbin Jr.  
**Subject:** Potential Mediation Inquiry  
**Your Name:** Don Philbin  
**Your Email:** don.philbin@gmail.com  
**Your Phone:** 2102127100  
**Location:** San Antonio, TX  
**Message:**

This is a test to see how quickly this electronic communication is sent.

BACK

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The email still has not been delivered, even though they have written me since to cancel my "listing".

Here is the product Eric T tried to sell me this morning:

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- Debra Mackey, Member** (Birmingham, AL | Business Mediation) | (206) 458-9400
- Simeon Penton, Member** (Montgomery, AL | Business Mediation)
- Thomas Mahoney Jr., Shareholder** (Birmingham, AL | Business Mediation)

#### Featured Profile Details

**Steve Graves**  
Senior Operations Counsel and Assistant Corporate Secretary  
Business - Mediation  
Crestwood Headquarters, 3000 Oaklawn Tower, Suite 1000  
Birmingham, Alabama 35204

Address: 1000 ...  
Law School: ...  
Law Office: ...  
Employer: ...  
Education: ...  
Associations: ...  
Languages: ...  
Specialties: ...  
Bar Admissions: ...

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Google search results for 'Mediation.com' showing multiple listings for mediation services across various states.

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Limited Profile Page  
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**Premium**  
Appear above basic & free listings  
Title, Address, Phone, Fax, Web link, Contact form, Summary description & Image  
Full Profile Page  
Includes 3 areas of practice

**Showcase**

So I tried to look up other mediators I know to see if they get the messages that Mediation.com confirms were sent to them and no other. One was Jeff Kichaven in Los Angeles:

Home » Find A Mediator » Directory of Mediators » Divorce » California » Los Angeles

Area of Practice: -- Select -- Location: Enter a city or zip **FIND**

Showing 51 - 60 of 402 results << < 6 of 41 Pages >>

### Find Divorce Mediation in California

Filter by City: Los Angeles

- John F. Schilling, Associate**  
Los Angeles, CA | Divorce Mediation  
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- John Holt Smith, Member**  
Los Angeles, CA | Divorce Mediation  
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- John A. Karaczynski, Member**  
Los Angeles, CA | Divorce Mediation  
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- Jim Davis Bauch, Associate**  
Los Angeles, CA | Divorce Mediation  
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- Jacqueline L. Rodriguez, Associate**  
Los Angeles, CA | Divorce Mediation  
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- Steven P. Montgomery, Associate**  
Los Angeles, CA | Divorce Mediation  
No Audio **VIEW PROFILE**
- Mark E. Thierfelder, Partner**  
Los Angeles, CA | Divorce Mediation  
No Audio **VIEW PROFILE**
- Gary S. Stiffelman, Member**  
Los Angeles, CA | Divorce Mediation  
No Audio **VIEW PROFILE**
- Joseph Lee, Associate**  
Los Angeles, CA | Divorce Mediation  
No Audio **VIEW PROFILE**
- Jeff Kichaven, Member**  
Los Angeles, CA | Divorce Mediation  
No Audio **VIEW PROFILE**

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Area of Practice: -- Select -- Location: Enter a city or zip **FIND**

#### Divorce Mediation

Divorce mediation can help people work through certain situations and issues related to divorce. It can be heavily stressful to make difficult decisions related to money, child custody etc. However, with the help of a mediation attorney, a husband and wife can go through the difficult process of divorce in confidentiality. This approach can significantly reduce the heavy stress associated with this procedure, because it is easier for a husband and wife to work together to reach a resolution with the help of a mediation attorney. Mediation for divorce is also significantly less taxing, because the divorce paperwork can be completed for you, which saves time and can lessen stress. Please browse the different resources and guides available in this category to better understand mediation.

#### Related Articles

- [Changes in Family Law and Child Custody Mediation](#)
- [Demystifying Mediation \(and other ADR techniques\)](#)
- [The Do's and Don'ts of Custody Mediation](#)

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**Jeff Kichaven**  
Member  
Divorce, Mediation  
*555 West Fifth Street, Suite 3000*  
*Los Angeles, California 90013*

Website:  
Email: [SEND EMAIL](#)  
Areas of Practice:  
Divorce

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**Admitted**  
1980. California, U.S. Supreme Court, U.S. Court of Appeals, Ninth Circuit and U.S. District Court, Central, Northern and Southern Districts of California

**Law School**  
Harvard University, J.D., cum laude, 1980

**Law School Graduation Year**  
1980

**College**  
University of California at Berkeley, A.B., with great distinction in general scholarship, 1977

**Memberships**  
Los Angeles County (Member, Board of Trustees, 2002—) and American (Chair, ADR Committee, TIPS Section, 2003) Bar Associations; Southern California Mediation Association (President-Elect, 2003); CPR Institute for Dispute Resolution (Member, Panel of Distinguished Neutrals).

**Biographical**  
Adjunct Professor, Straus Institute for Dispute Resolution, Pepperdine University School of Law, 1995—.

**Military**



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And the message I sent him:

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**Contact a Mediator Jeff Kichaven**

**To:** Jeff Kichaven  
**Subject:** Potential Mediation Inquiry  
**Your Name:** Don Philbin  
**Your Email:** don.philbin@gmail.com  
**Your Phone:** 2102127100 (e.g., 111-222-3333 x 44444)  
**Location:** San Antonio, TX (e.g. New York, NY or 10001)  
**Message:**

Jeff,  
I noticed your listing on Mediation.com and wanted to find out more about your services.  
Thanks,  
Don

Send me a copy of this email

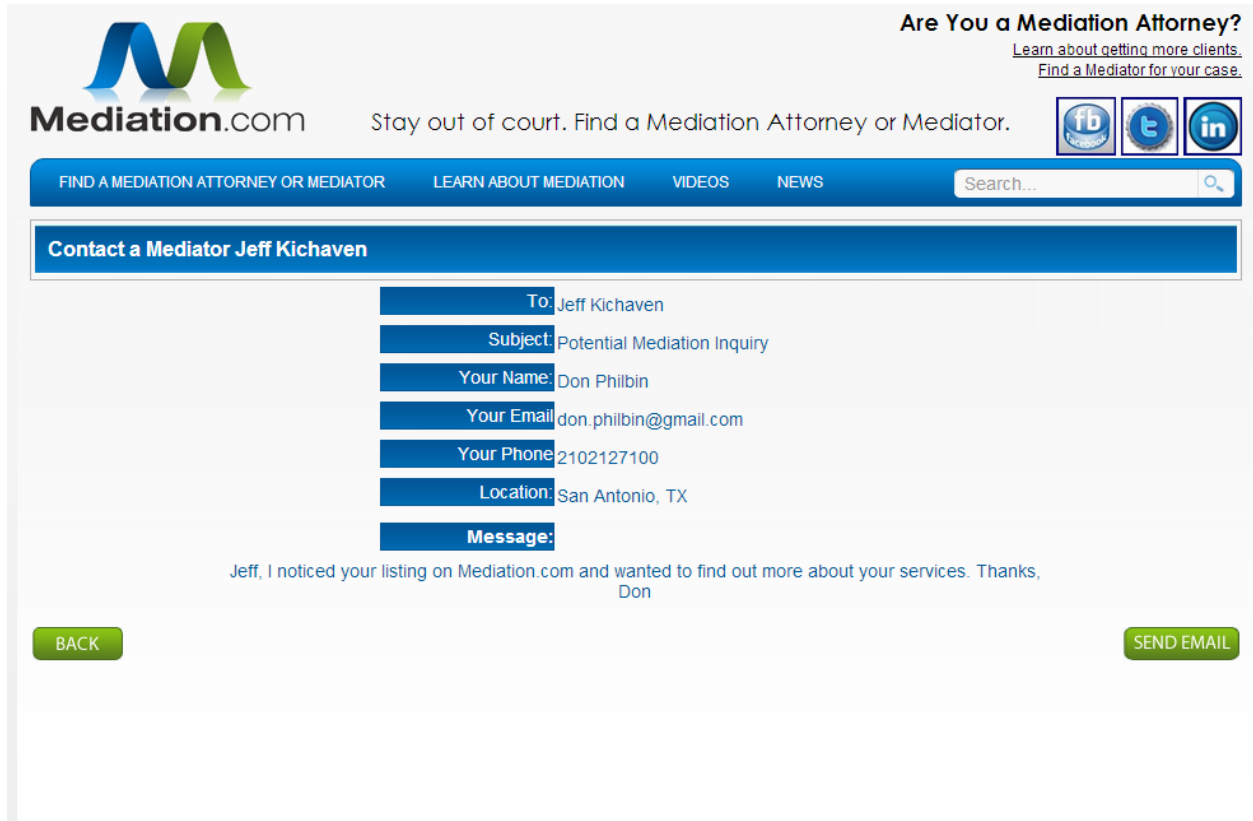
**CONFIRM**

And the response from another mediator with a listing with Mediation.com parroting back the exact text:

From: dberrierj@aol.com Sent: Tue 9/25/2012 2:47 PM  
To: don.philbin@gmail.com  
Cc:  
Subject: Mediation.com Inquiry

Mediation.com is informing you about the email. Message for: [Frank J. Berrier, Jr., PHD,LLC](#) Email from Don Philbin, [don.philbin@gmail.com](mailto:don.philbin@gmail.com) Phone: 210-212-7100 Location: San Antonio, TX Message: I noticed your listing on Mediation.com and wanted to find out more about your services. Thanks, Don

That Mediation.com indicated was sent only to Jeff Kichaven:



The screenshot shows the Mediation.com website interface. At the top left is the Mediation.com logo, a stylized 'M' in blue and green. To its right is the text 'Mediation.COM' and the tagline 'Stay out of court. Find a Mediation Attorney or Mediator.' In the top right corner, there is a section titled 'Are You a Mediation Attorney?' with two links: 'Learn about getting more clients.' and 'Find a Mediator for your case.' Below this are social media icons for Facebook, Twitter, and LinkedIn. A blue navigation bar contains the following links: 'FIND A MEDIATION ATTORNEY OR MEDIATOR', 'LEARN ABOUT MEDIATION', 'VIDEOS', and 'NEWS'. A search bar is located on the right side of this bar. Below the navigation bar is a blue header for the contact form: 'Contact a Mediator Jeff Kichaven'. The form fields are as follows: 'To: Jeff Kichaven', 'Subject: Potential Mediation Inquiry', 'Your Name: Don Philbin', 'Your Email: don.philbin@gmail.com', 'Your Phone: 2102127100', and 'Location: San Antonio, TX'. The 'Message:' field contains the text: 'Jeff, I noticed your listing on Mediation.com and wanted to find out more about your services. Thanks, Don'. At the bottom left is a green 'BACK' button, and at the bottom right is a green 'SEND EMAIL' button.

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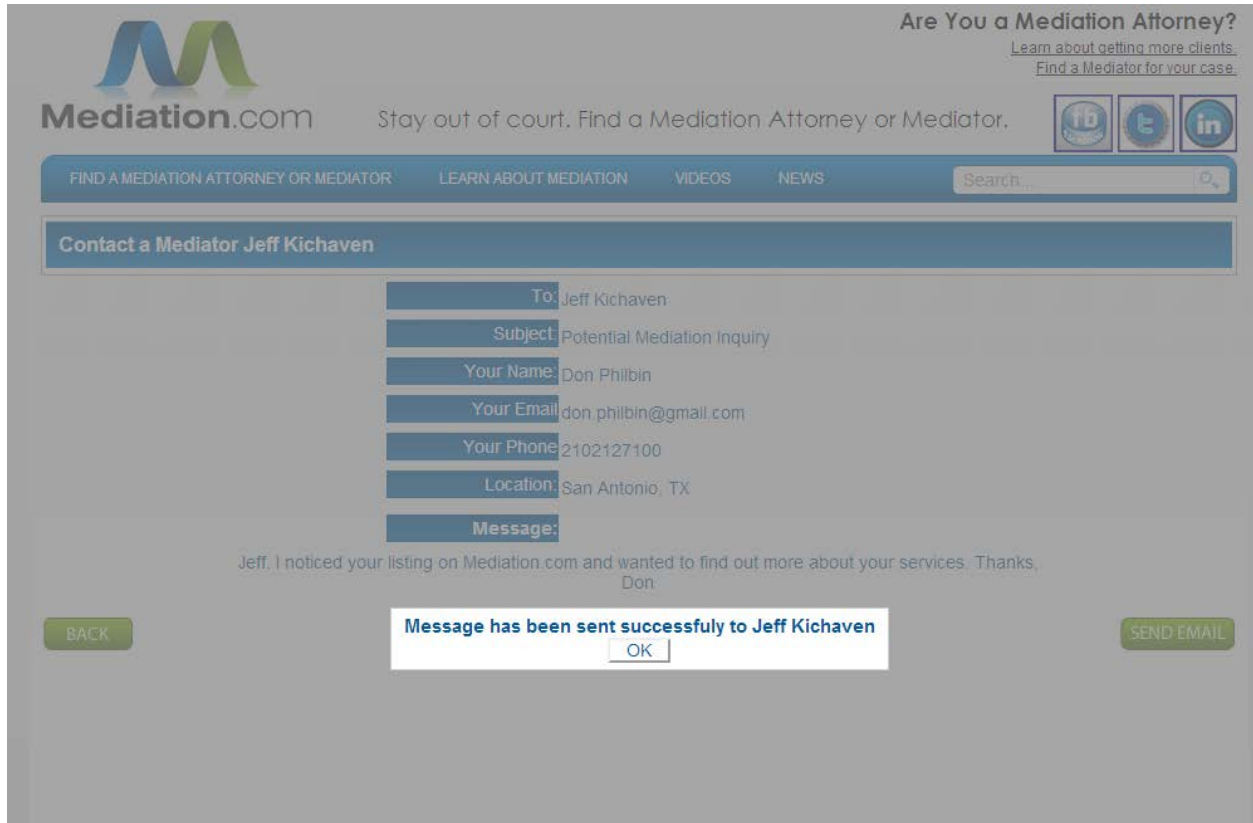
**Contact a Mediator Jeff Kichaven**

**To:** Jeff Kichaven  
**Subject:** Potential Mediation Inquiry  
**Your Name:** Don Philbin  
**Your Email:** don.philbin@gmail.com  
**Your Phone:** 2102127100  
**Location:** San Antonio, TX

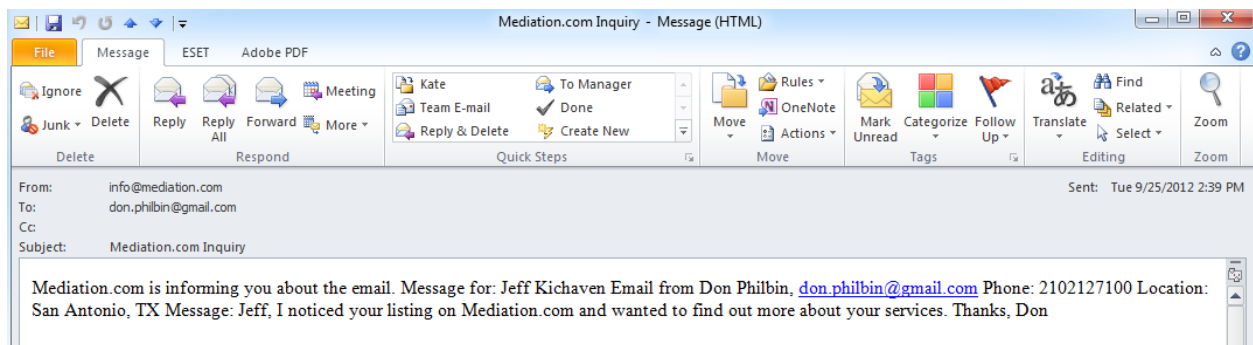
**Message:**  
Jeff, I noticed your listing on Mediation.com and wanted to find out more about your services. Thanks,  
Don

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Here is the confirmation that it was sent only to Jeff Kichaven:



With the copy of the email that came back from Mediation.com confirming that I'd emailed Jeff Kichaven:



Same set of steps for known mediator Devon Coughlan:



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**Devon G. Coughlan**  
Member  
Commercial, Mediation

*Sanctuary Centre, Suite 200E, 4800 North Federal Highway*  
*Boca Raton, Florida 33431*

Website:  
Email: [SEND EMAIL](#)  
Areas of Practice:  
Commercial

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**Admitted**  
1994, Florida  
**Law School**  
Duke University, J.D., with honors; Duke University, LL.M., 1994  
**Law School Graduation Year**  
1994  
**College**  
Connecticut College, B.A., summa cum laude, 1990, Phi Beta Kappa  
**Memberships**  
Palm Beach County Bar Association; The Florida Bar; International Law Society; Federal Bar Association of Palm Beach County.  
**Biographical**  
Board Member, Kiwanis Club of Delray Beach. President-Elect, Dick Webber Center for the Prevention of Child Abuse.  
**Military**



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Contact a Mediator Devon G. Coughlan

**To:** Devon G. Coughlan

**Subject:** Potential Mediation Inquiry

**Your Name:** Don Philbin

**Your Email:** don.philbin@gmail.com

**Your Phone:** 2102127100 (e.g., 111-222-3333 x 4444)

**Location:** San Antonio, TX (e.g. New York, NY or 10001)

**Message:**

Devon,

I noticed your profile on Mediation.com and wanted more information about your rates for a one day mediation.

Thanks,

Don

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Delete    Respond    Quick Steps    Move    Tags    Editing    Zoom

From: info@mediation.com    Sent: Tue 9/25/2012 2:48 PM

To: don.philbin@gmail.com

Cc:

Subject: Mediation.com Inquiry

Mediation.com is informing you about the email. Message for: Devon G. Coughlan Email from Don Philbin, [don.philbin@gmail.com](mailto:don.philbin@gmail.com) Phone: 2102127100 Location: San Antonio, TX Message: Devon, I noticed your profile on Mediation.com and wanted more information about your rates for a one day mediation. Thanks, Don



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To: Devon G. Coughlan

Subject: Potential Mediation Inquiry

Your Name: Don Philbin

Your Email: don.philbin@gmail.com

Your Phone: 2102127100

Location: San Antonio, TX

Message:

Devon, I noticed your profile on Mediation.com and wanted more information about your rates for a one day mediation. Thanks, Don

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Contact a Mediator Devon G. Coughlan

To: Devon G. Coughlan

Subject: Potential Mediation Inquiry

Your Name: Don Philbin

Your Email: don.philbin@gmail.com

Your Phone: 2102127100

Location: San Antonio, TX

Message:

Devon, I noticed your profile on Mediation.com and wanted more information about your rates for a one day mediation. Thanks, Don

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## And for Terry Croft:

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Filter by City: Atlanta

	<p><b>Daniel J. King, Partner</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>James P. Hermance, Member</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>John B. Corbally, Associate</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>John B. Briggs, Member</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>Clifford G. Hoffman, Member</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>Susan Kalus, Counsel</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>George C. Gaskin, Member</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>Terrence Lee Croft, Member</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>Matthew Boyd Jones, Associate</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>
	<p><b>Stephen L. Camp, Partner</b> Atlanta, GA   Business Mediation</p> <p style="font-size: x-small;">No Audio</p> <p style="text-align: right; font-size: x-small;"><a href="#">VIEW PROFILE</a></p>

Showing 41 - 50 of 305 results << < 5 of 31 Pages > >>

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### Business Mediation

Business mediation is a preferred means to solve conflicts that pertain to a variety of ownership, partnership and other business-related disputes. Why choose mediation over litigation? For starters, the process is usually a faster, more cost-effective method for resolving disagreements than going to court.


Moreover, what is perhaps most appealing about mediation: Settling a dispute through this process often results in satisfaction for all involved, with both sides reaching an agreement that is suitable to all parties. Another factor that makes mediation preferable for settling disputes of this nature is the resulting shared understanding of the rules, roles and guidelines that are specific to the business, facilitating a more well-oiled machine for future endeavors.

Ultimately, mediation can be a far more expedient alternative to litigation, particularly for disputes that fall within the realm of business. To learn more about mediation for business-related disputes, you are encouraged to read the articles in this category.

---

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**Terrence Croft**  
Member

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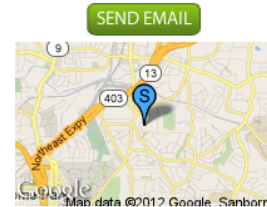


**Terrence Lee Croft**

Member  
 Business, Mediation

*707 The Candler Building, 127 Peachtree Street, N.E.*

*Atlanta, Georgia 30303*



Website:

Email: [SEND EMAIL](#)

Areas of Practice:

Business

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**Admitted**

1965, Missouri; 1970, Georgia and Florida; 1980, U.S. Supreme Court

**Law School**

University of Michigan, J.D., with distinction, 1965

**Law School Graduation Year**

1965

**College**

Yale University, A.B., 1962

**Memberships**

Atlanta (Member: Board of Directors, 1986-1999; President, 1993; Faculty Member, 1981-1995 and Director, 1982 and 1984, Atlanta College of Trial Advocacy; Co-Chairman, Medical-Legal Committee, 1980-1983, 1985-1990; Chairman, Judicial Evaluation Committee, 1988; Member: Judicial Selection and Tenure Committee; Litigation Section; Chairman, 1986-1987; President, ADR Lawyers Section, 1996-1997) and American (Member, House of Delegates, 1994-1999; Chairman, Federal Procedure Committee, 1977-1980; Fellow of Litigation Section; Member, Sections on: Litigation; Dispute Resolution; Senior Lawyers) Bar Associations; The Florida Bar; State Bar of Georgia (Member, Board of Governors and Chair, ADR Section); Lawyers Club of Atlanta (Chairman, Rules Practice & Judiciary Committee, 1974-1975, 1988-1989); Georgia Trial Lawyers Association; The Association of Trial Lawyers of America; Old War Horse Lawyers Club; Atlanta Bar Foundation (President, 1998-2003); American College of Civil Trial Mediators; Atlanta Collegium of Arbitrators and Mediators (Founder).

**Biographical**

Member, Barristers Society, 1964-1965. Campbell Competition Winner and Best Brief Prize. Author: Recent Decision, 1962 Michigan Law Review 1052. Member, Panel of Arbitrators, Fulton County ADR Program (Member, Board of Trustees).

**Military**

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**Subject:** Potential Mediation Inquiry  
**Your Name:** Don Philbin  
**Your Email:** don.philbin@gmail.com  
**Your Phone:** 2102127100 (e.g., 111-222-3333 x 44444)  
**Location:** San Antonio, TX (e.g. New York, NY or 10001)

**Message:**

Terry,

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Thanks,

Don

Send me a copy of this email

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**Your Phone:** 2102127100  
**Location:** San Antonio, TX

**Message:**

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To: don.philbin@gmail.com  
Cc:  
Subject: Mediation.com Inquiry

Sent: Tue 9/25/2012 2:54 PM

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The text in this instance matches a response from Stacey Langenbahn:

From: shl@detentemediation.com  
To: don.philbin@gmail.com  
Cc:  
Subject: Mediation.com Inquiry

Sent: Tue 9/25/2012 3:04 PM

Mediation.com is informing you about the email. Message for: Stacey H Langenbahn, JD Email from Don Philbin, [don.philbin@gmail.com](mailto:don.philbin@gmail.com) Phone: 210-212-7100 Location: San Antonio, TX Message: I found this listing for you on Mediation.com and am writing to check your rates for a one day mediation. Please contact me as soon as you receive this message. Thanks, Don



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Detente Mediation Services, LLC  
Mediation  
Family Mediation  
Dallas, Texas 75201



Phone:  **817-283-5100**  
Website: [www.divorcemediationtexas.com](http://www.divorcemediationtexas.com)  
Email: [SEND EMAIL](#)


Areas of Practice:  
Child Custody, Conflict, Divorce, Family

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**Stacey H. Langenbahn, JD**  
**Education:** J.D., Washington College of Law at the American University 1989; B.A. Spanish, University of North Carolina, Chapel Hill 1985; Academy of Attorney Mediators Certification 2000; Family Mediation Certification 2010.  
**Licenses:** Texas, Florida  
**Admissions:** All Florida and Texas state courts; Fifth Circuit Court of Appeals; U.S. District Court, Northern and Eastern Districts of Texas.  
**Honors:** Best Lawyers in America 2012; Tarrant County Top Attorney Conflict Resolution/Mediation 2009; AVVO rating 9.8 "Superb".  
**Professional:** Founder and President of Détente Collaborative Mediation for Family Law, LLC; Co-founder Texas Collaborative Law Council (now the Global Collaborative Law Council); Secretary of the Dallas Bar Association Collaborative Law Section; Co-founder Civil Committee of the International Academy of Collaborative Professionals, ABA Collaborative Law Section; Civil Desk Editor *The Collaborative Review* published worldwide; Trainer and international speaker on civil and family collaborative law; Tarrant County Family Law Bar Association.

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Public policy mediation is a tool for solving disputes ranging from peace between nations to peace between neighbors. Mediation has long been used to resolve disputes in matters of international diplomacy. In fact, virtually every peace treaty that has been signed in the past century has come as a result of mediation.

Now, with the rise of increasingly complex environmental and land use policies, mediation is often a favorable alternative to expensive legal action that could take years to work its way through the court system. Both large corporations and individual private citizens can benefit from mediation when it comes to disputes arising from the development, implementation and enforcement of public policy.

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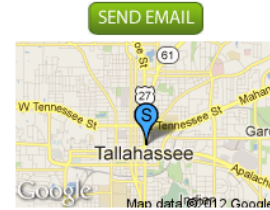
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### Dominic M. Caparelo

Member  
Public Policy, Mediation

215 South Monroe Street, Suite 701, P.O. Box 1876  
Tallahassee, Florida 32302



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1976, Florida

#### Law School

Florida State University, J.D., with honors, 1975

#### Law School Graduation Year

1975

#### College

University of Massachusetts, B.S., 1969; Florida State University, M.S., 1973

#### Memberships

Tallahassee (Member, Board of Directors, 1983; President, 1989) and American Bar Associations: The Florida Bar (Member, Judicial Nominating Committee, 1983-1991; Chairman, 1989; Member, Judicial Administration Selection and Tenure Committee, 1991-2001; Executive Council, Trial Lawyer's Section, 1993-2001; Chairman, 2002; Chairman, Fee Arbitration Committee, 1993-1995).

#### Biographical

Phi Theta Kappa; Phi Delta Phi. Instructor, 1986-1988 and Chairman, 1988, Florida Bar Trial Advocacy Program. Instructor, Florida Bar Advanced Trial Advocacy Program, 1998. Commissioner, 1983-1986 and Chairman, 1986, Judicial Nominating Commission, 2nd Judicial Circuit. Member, Florida Bar Grievance Committee, 2nd Judicial Circuit, 1982-1985. Certified Circuit Court Mediator. Supreme Court Arbitrator. Advocate, American Board of Trial Advocates. Charter Member and Master, Tallahassee American Inns of Court. Arbitrator, American Arbitration Association.

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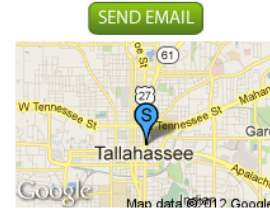
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### Dominic M. Caparelo

Member  
Public Policy, Mediation

215 South Monroe Street, Suite 701, P.O. Box 1876  
Tallahassee, Florida 32302



Website:

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1975

#### College

University of Massachusetts, B.S., 1969; Florida State University, M.S., 1973

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Tallahassee (Member, Board of Directors, 1983; President, 1989) and American Bar Associations: The Florida Bar (Member, Judicial Nominating Committee, 1983-1991; Chairman, 1989; Member, Judicial Administration Selection and Tenure Committee, 1991-2001; Executive Council, Trial Lawyer's Section, 1993-2001; Chairman, 2002; Chairman, Fee Arbitration Committee, 1993-1995).

#### Biographical

Phi Theta Kappa; Phi Delta Phi. Instructor, 1986-1988 and Chairman, 1988, Florida Bar Trial Advocacy Program. Instructor, Florida Bar Advanced Trial Advocacy Program, 1998. Commissioner, 1983-1986 and Chairman, 1986, Judicial Nominating Commission, 2nd Judicial Circuit. Member, Florida Bar Grievance Committee, 2nd Judicial Circuit, 1982-1985. Certified Circuit Court Mediator. Supreme Court Arbitrator. Advocate, American Board of Trial Advocates. Charter Member and Master, Tallahassee American Inns of Court. Arbitrator, American Arbitration Association.

#### Military

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**Your Name:**

**Your Email:**

**Your Phone:**  (e.g., 111-222-3333 x 44444)

**Location:**  (e.g. New York, NY or 10001)

**Message:**

Dominic,

I noticed your profile on Mediation.com and wanted to inquire about your one day mediation rates.

Let me know when you receive this message.

Thanks,

Don

Send me a copy of this email

**CONFIRM**

From: info@mediation.com    Sent: Tue 9/25/2012 3:02 PM  
 To: don.philbin@gmail.com  
 Cc:  
 Subject: Mediation.com Inquiry

Mediation.com is informing you about the email. Message for: Dominic M. Caparello Email from Don Philbin, [don.philbin@gmail.com](mailto:don.philbin@gmail.com) Phone: 2102127100 Location: San Antonio, TX Message: Dominic, I noticed your profile on Mediation.com and wanted to inquire about your one day mediation rates. Let me know when you receive this message. Thanks, Don



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Contact a Mediator Dominic M. Caparello

**To:** Dominic M. Caparello  
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**Your Name:** Don Philbin  
**Your Email:** don.philbin@gmail.com  
**Your Phone:** 2102127100  
**Location:** San Antonio, TX

**Message:**

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Dominic, I noticed your profile on Mediation.com and wanted to inquire about your one day mediation rates. Let me know when you receive this message. Thanks, Don

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# And here is the full text of an exchange about it with the operations manager at Mediation.com:

Don,

But if their email address is not correct or they are not an active member then it's bounced back to us and we try to forward to someone who is active. If they are active they will get the email. We have hundreds of thousands of people in our data base and while we make every effort to purge the list sometimes this happens. I appreciate you bringing it to our attention.

Tom Pronesti  
Operations Manager  
[Mediation.com](http://www.Mediation.com)  
18851 N.E. 29TH Avenue  
Suite 790  
Aventura, Florida 33180  
954-695-4451 OFF  
305-749-3113 FAX  
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----- Original Message -----

Subject: RE: Donald R. Philbin / Follow up to demo / REMOVE from directory

From: Don Philbin <[don.philbin@adrtoolbox.com](mailto:don.philbin@adrtoolbox.com)>

Date: Tue, September 25, 2012 4:48 pm

To: [info@mediation.com](mailto:info@mediation.com)

Cc: [tc@king-croft.com](mailto:tc@king-croft.com)

Tom,

But the website makes it appear as if I'm writing to that specific person and no others. In this example, I wrote to Terry Croft in Atlanta since Eric highlighted the Atlanta listings. I'm not sure if Terry received the message that you confirmed had been sent to him personally, but the same text came back from a Dallas mediator. There was no indication that I was contacting someone else. I do hope Mr. Croft in Atlanta received it too since your website represents that he did.

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- To: Terrence Lee Croft
- Subject: Potential Mediation Inquiry
- Your Name: Don Philbin
- Your Email: don.philbin@gmail.com
- Your Phone: 2102127100
- Location: San Antonio, TX

Below the form, a message is displayed: "Terry, I found this listing for you on Mediation.com and am writing to check your rates for a one day mediation. Please contact me as soon as you receive this message. Thanks, Don". At the bottom of the form, there are "BACK" and "SEND EMAIL" buttons.

The second part of the screenshot shows the same page after the email has been sent. A confirmation message is displayed: "Message has been sent successfully to Terrence Lee Croft".

From: info@mediation.com  
To: don.philbin@gmail.com  
Cc: Mediation.com Inquiry  
Sent: Tue 9/25/2012 2:54 PM

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From: info@detentemediation.com  
To: don.philbin@gmail.com  
Cc: Mediation.com Inquiry  
Sent: Tue 9/25/2012 3:04 PM

Mediation.com is informing you about the email. Message for: Stacey H Langenbahn, JD Email from Don Philbin, don.philbin@gmail.com Phone: 210-212-7100 Location: San Antonio, TX Message: I found this listing for you on Mediation.com and am writing to check your rates for a one day mediation. Please contact me as soon as you receive this message. Thanks, Don



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### Stacey H Langenbahn, JD

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Website: [www.divorcemediationtexas.com](http://www.divorcemediationtexas.com)

Email: [SEND EMAIL](#)

Areas of Practice:

Child Custody, Conflict, Divorce, Family

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#### Stacey H. Langenbahn, JD

**Education:** J.D., Washington College of Law at the American University 1989; B.A. Spanish, University of North Carolina, Chapel Hill 1985; Academy of Attorney Mediators Certification 2000; Family Mediation Certification 2010.

**Licenses:** Texas, Florida

**Admissions:** All Florida and Texas state courts; Fifth Circuit Court of Appeals; U.S. District Court, Northern and Eastern Districts of Texas.

**Honors:** Best Lawyers in America 2012; Tarrant County Top Attorney Conflict Resolution/Mediation 2009; AVVO rating 9.8 "Superb".

**Professional:** Founder and President of Détente Collaborative Mediation for Family Law, LLC; Co-founder Texas Collaborative Law Council (now the Global Collaborative Law Council); Secretary of the Dallas Bar Association Collaborative Law Section; Co-founder Civil Committee of the International Academy of Collaborative Professionals, ABA Collaborative Law Section; Civil Desk Editor *The Collaborative Review* published worldwide; Trainer and international speaker on civil and family collaborative law; Tarrant County Family Law Bar Association.

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**Don Philbin, J.D., M.B.A., LL.M.**, is an AV-rated attorney-mediator and adjunct professor of law with extensive business, legal, and negotiation experience and education. Don is a founder of the Texas Academy of Distinguished Neutrals, an elected Fellow of the International Academy of Mediators, the American Academy of Civil Trial Mediators, and the American College of e-Neutrals, and was one of the first U.S. mediators certified under the international standards established by the International Mediation Institute. Mr. Philbin's firm has earned a Tier 1 ranking in the U.S. News and Best Lawyers "Best Law Firm" survey.

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**From:** [info@mediation.com](mailto:info@mediation.com) [mailto:[info@mediation.com](mailto:info@mediation.com)]  
**Sent:** Tuesday, September 25, 2012 3:34 PM  
**To:** Don Philbin  
**Subject:** RE: Donald R. Philbin / Follow up to demo / REMOVE from directory

Mr Philbin,

When someone writes in for help, especially to several mediators or attorneys as you did we pass it on to other listings the area to try and get them answers to their problem. You wrote to people who are not active in our base so we forwarded it on to people who were so we could help the client.

Tom Pronesti  
Operations Manager

[Mediation.com](#)  
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954-695-4451 OFF  
305-749-3113 FAX  
[www.mediation.com](http://www.mediation.com)



----- Original Message -----

**Subject:** RE: Donald R. Philbin / Follow up to demo / REMOVE from directory  
**From:** Don Philbin <[don.philbin@adrtoolbox.com](mailto:don.philbin@adrtoolbox.com)>  
**Date:** Tue, September 25, 2012 4:27 pm  
**To:** Eric T <[eric@mediation.com](mailto:eric@mediation.com)>  
**Cc:** [info@mediation.com](mailto:info@mediation.com)

Eric,

Thanks. Thought I'd test the features you mentioned and have been getting messages from people I did not write with the same text that I wrote to mediators I do know.

I may reconsider a listing as it develops, but must say that I'm surprised that your site leaves the impression that I am emailing known mediators and I get responses from others, who happen to be paid listings.

Thanks,

Donald R. Philbin, Jr.  
Dispute Resolution Expert  
Who's Who of Commercial Mediation  
Best Lawyers in America  
Texas Super Lawyers  
210-212-7100  
[www.ADRtoolbox.com](http://www.ADRtoolbox.com)  
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**Don Philbin, J.D., M.B.A., LL.M.**, is an AV-rated attorney-mediator and adjunct professor of law with extensive business, legal, and negotiation experience and education. Don is a founder of the Texas Academy of Distinguished Neutrals, an elected Fellow of the International Academy of Mediators, the American Academy of Civil Trial Mediators, and the American College of e-Neutrals, and was one of the first U.S. mediators certified under the international standards established by the International Mediation Institute. Mr. Philbin's firm has earned a Tier 1 ranking in the U.S. News and Best Lawyers "Best Law Firm" survey.

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----- Original Message -----

Subject: RE: Donald R. Philbin / Follow up to demo / REMOVE from directory  
From: Don Philbin <[don.philbin@adrtoolbox.com](mailto:don.philbin@adrtoolbox.com)>  
Date: Tue, September 25, 2012 4:27 pm  
To: Eric T <[eric@mediation.com](mailto:eric@mediation.com)>  
Cc: [info@mediation.com](mailto:info@mediation.com)

Eric,

Thanks. Thought I'd test the features you mentioned and have been getting messages from people I did not write with the same text that I wrote to mediators I do know.

I may reconsider a listing as it develops, but must say that I'm surprised that your site leaves the impression that I am emailing known mediators and I get responses from others, who happen to be paid listings.

Thanks,



Donald R. Philbin, Jr.  
Dispute Resolution Expert  
Who's Who of Commercial Mediation  
Best Lawyers in America  
Texas Super Lawyers  
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**From:** Eric T [<mailto:eric@mediation.com>]  
**Sent:** Tuesday, September 25, 2012 3:18 PM  
**To:** [don.philbin@adrtoolbox.com](mailto:don.philbin@adrtoolbox.com)  
**Cc:** [info@mediation.com](mailto:info@mediation.com)  
**Subject:** Donald R. Philbin / Follow up to demo / REMOVE from directory

Donald,

It was a pleasure speaking with you today. I'm sorry the listing is not for you if you need to receive any more information about [mediation.com](http://mediation.com) and [arbitration.com](http://arbitration.com) or if you decide to reconsider call me at 561 620 3205 or e-mail me. I will forward your request to be removed from our directory to our operations department.

Respectfully,

*Eric Temple*

Eric Temple



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