

Thank you,

On Sat, Nov 4, 2023 at 9:06 AM [REDACTED] wrote:

Hi Lorna,

Next week i'm available to discuss on Monday, Wednesday, or Friday between 8am and 2pm.

Let me know what works best for you.

Thank you,

[REDACTED]

On Nov 4, 2023, at 8:25 AM, Lorna Esparza <Lorna.Esparza@lacity.org> wrote:

Hello, thank you for the information. I will need to interview you sometime next week when I am on duty to obtain specific information about the complaint.

Could you please provide some dates and times to discuss?

Thank you,

On Fri, Nov 3, 2023 at 2:15 PM [REDACTED] wrote:

Hi Staycee and Lorna,

I saw a post on Nextdoor yesterday with information about how to file a report with the City about being victimized by a dog "rescue" called Wagmor. We live in Studio City and thought they were a legitimate rescue, but it turns out they are liars and frauds. We adopted a dog at the end of May of this year that we were told was healthy and that the fees we paid were to include spaying and dental work. Well, our dog started having health problems as soon as we got home and the entire summer was marred with emergency vet visits, emergency surgeries and us having to pay thousands and thousands of dollars for a very very sick dog that we were told was healthy. After contacting Wagmor multiple times, they have decided to stop responding to me and we are stuck with financial hardship now because of the lies they told us. The costs associated with our dog's medical issues have been in the tens of thousands of dollars and Wagmor's refusal to respond to me is basically them saying they do not care and will not pay for the spay and dental work they said they would pay for or take any responsibility for letting us adopt a dog that one veterinarian told us should have been adopted through a medical adoption agency. It is obvious that they lied about the health condition of our dog and it has been the worst experience ever. Our dog has a medical condition that is lifelong and at some point will be life threatening. We thought we were adopting/rescuing a healthy family pet and that has been further from actuality. They do not vet their dogs, but claim they do.

Please let me know how I can file a report against the Wagmor. They should not be allowed to be in business as a rescue or any entity, as they are a complete fraud. I would like to recoup some of the money we've spent on our dog as well, although I'm not sure if that is possible. If you have any information on how we can do that, that would be helpful.

Thank you,

[REDACTED]

E: Lorna.Esparza@lacity.org

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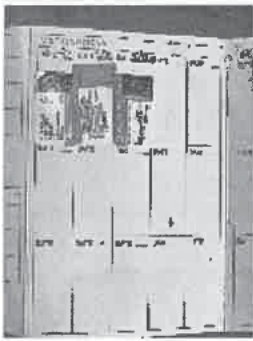
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17 attachments



IMG\_2717 2.heic  
146K



IMG\_2718 2.heic  
167K



IMG\_4529.jpeg  
105K

melissa @wagmor.pdf  
1763K


Message from Wagmor Pets Congratulations on Adopting [REDACTED]  
302K

Newly Adopted Dog [REDACTED]  
2267K

Please DocuSign [REDACTED] Wagmor Pets Adoption Agreements.pdf  
99K

Please\_DocuSign\_[REDACTED]\_-Wagmor\_Pets\_Adoption\_copy.pdf  
1226K

 **Request for health information for your pet.pdf**  
64K

 **sqinv--0018059 copy.pdf**  
92K

 **Valentine.pdf**  
79K

 **Wagmor Pets Adoption Follow Up.pdf**  
93K

 **Wagmor Pets Application submitted.pdf**  
121K

 **You received a new invoice 0018059.pdf**  
106K

 **Completed Please DocuSign 5047 Wagmor Pets Adoption Agreements.pdf**  
156K

 **Email Link Expired.pdf**  
109K

 **Failure Notice.pdf**  
407K

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**Verna Riparip** <verna.riparip@lacity.org>  
To: Lorna Esparza <Lorna.Esparza@lacity.org>  
Cc: Felix Lopez <felix.lopez@lacity.org>

Thu, Nov 9, 2023 at 8:25 AM

completed upload  
[Quoted text hidden]

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**Felix Lopez** <felix.lopez@lacity.org>  
To: verna.riparip@lacity.org

Thu, Nov 9, 2023 at 9:23 AM

Your message

To: Felix Lopez  
Subject: Re: Victimized By Wagmor  
Sent: 11/9/23, 8:25:55 AM PST

was read on 11/9/23, 9:23:29 AM PST

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**Lorna Esparza** <lorna.esparza@lacity.org>  
To: verna.riparip@lacity.org

Thu, Nov 9, 2023 at 10:55 AM

Your message

To: Lorna Esparza  
Subject: Re: Victimized By Wagmor  
Sent: 11/9/23, 8:25:55 AM PST

was read on 11/9/23, 10:55:46 AM PST

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**Lorna Esparza** <Lorna.Esparza@lacity.org>  
To: Verna Riparip <verna.riparip@lacity.org>  
Cc: Felix Lopez <felix.lopez@lacity.org>

Thu, Nov 9, 2023 at 10:55 AM

thank you

[Quoted text hidden]

Lorna Esparza <Lorna.Esparza@lacity.org>  
To: Verna Riparip <verna.riparip@lacity.org>

Tue, Nov 14, 2023 at 10:25 AM

----- Forwarded message -----

From: [REDACTED]  
Date: Tue, Nov 14, 2023 at 9:06 AM  
Subject: Re: Victimized By Wagmor  
To: Lorna Esparza <Lorna.Esparza@lacity.org>

Hi Lorna,

Sorry for the delay. I had a hard time going through all of the medical records and emails that were sent to me by the many different medical facilities I had taken [REDACTED] to. Here they are. There are two multipage files from Modern Animal that may have some redundancy, but there is information in one that is not in the other. Receiving medical records from the vet is not easy. These show that [REDACTED] was a very sick animal the moment we got her home and it's obvious that her health issues did not start in our care, but existed before we adopted her. Wagmor refused to give me, Modern Animal, and Trupanion any information about which veterinarian did a health check on her pre-adoption and who administered the vaccinations that were listed on the generic card they presented to us. [REDACTED] had emerging pyometra which ended up with her urgent pyometra surgery soon after we got her, and a mass in her throat and breathing condition which after seeing multiple doctors and specialists and having surgery was determined to be group 2 laryngeal collapse. She had aspiration pneumonia while recovering from her throat surgery and we did not even address her dental issues because she has needed time to recover from all of her emergency health issues. I took her to Green Dog Dental in October to see if they could do an easier non-anesthesia clean of her teeth and she is not a candidate for that due to very advanced dental problems which existed prior to us adopting her. They are not able to accommodate her needs to do general anesthesia with 24hour oxygen aftercare so we need to take her to a dental facility that is located at a pet hospital like ACCESS. [REDACTED] throat surgeon explained to us that she is not to have any anesthesia without 24 hours of aftercare including an oxygen cage due to her laryngeal collapse. Intubation and extubation is apparently very risky with her throat condition. We are very concerned that she won't survive an additional surgery.

The Wagmor's clinic which we were told would do F [REDACTED] spay and dental work, Paw Works Hospital would not do the spay/urgent pyometra surgery and will not do her dental work, (which Wagmor was supposed to cover) due to her health issues. Again, Wagmor has not paid for any of the extensive care that [REDACTED] has received to date.

Let me know if you have questions or need any additional information.

Thank you,

[REDACTED]

On Nov 8, 2023, at 11:54 AM, [REDACTED] wrote:

Hi Lorna,

I'm glad we got a chance to speak about my experience with Wagmor. I checked with my husband and he actually doesn't have a video, I thought he did. He has some still shots of some of the dogs and none of the woman who was working there. I can't recall if I told you that she had dark brown or black hair, possibly short, but she was wearing a backward baseball hat, was normal/slightly heavy build, and very tom boy/butch. She seemed to dislike what she was doing there and I can understand why. The conditions were not great and the odor was something we won't forget. My husband also said it seemed like a pet store to him as well.

Attached are the first batch of documents (sorry if there's redundancy). I received generic emails from Wagmor after adopting our dog and when I tried to contact them via email or calling I could never get through. If you have questions about any, please let me know. The reason I ended up calling and complaining to Trupanion was because after the copious number of claims I made with all of the health

problems, they contacted me asking for medical history records because the Wagmor didn't respond to them. I told them I didn't have any and then explained what had happened. The woman I spoke with was going to write a report and do an investigation. You may want to contact them. I can't believe that I'm the only person who has their insurance through the Wagmor who has a very unhealthy dog. I'll be sending the medical records separately as there are tons of them. I have to determine which show what you need.

Thank you,

[REDACTED]

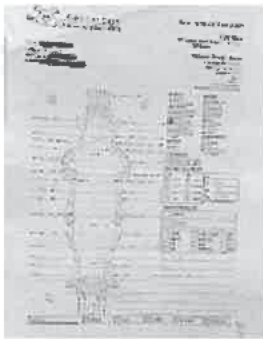
<melissa @wagmor.pdf>  
<Message from Wagmor Pets Congratulations on Adopting [REDACTED]>  
<Newly Adopted Dog [REDACTED].pdf>  
<Please DocuSign [REDACTED] Wagmor Pets Adoption Agreements.pdf>  
<Please\_DocuSign\_[REDACTED]-\_Wagmor\_Pets\_Adoption\_copy.pdf>  
<Request for health information for your pet.pdf>  
<sqinv--[REDACTED].pdf>  
<Valentine.pdf>  
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<Wagmor Pets Application submitted.pdf>  
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<IMG\_4529.jpeg>  
[Quoted text hidden]

[Quoted text hidden]

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### 7 attachments



**Green Dog Dental 2.jpeg**  
295K



**Green Dog Dental 1.jpeg**  
448K

 **IDEXX Modern Animal Record.pdf**  
89K

 [REDACTED] **ACCESS Pet Hospital.pdf**  
264K

 [REDACTED] Animal Additional.pdf  
1503K

 [REDACTED] True Care.pdf  
152K

 [REDACTED] Comprehensive.pdf  
1344K

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**Verna Riparip** <verna.riparip@lacity.org>  
To: Lorna Esparza <Lorna.Esparza@lacity.org>

Wed, Nov 15, 2023 at 9:26 AM

uploaded  
[Quoted text hidden]