UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF FLORIDA

CASE NO. 0:18-CV-60670

EVAGELIA ANGELAKOPOULOS
Individually and on behalf of
all other similarly situated,
Plaintiff(s), CLASS REPRESENTATION

vs.
CARTER-YOUNG, INC.,
Defendant.

PLAINTIFF'S COMPLAINT

COMES NOW the Plaintiff, EVAGELIA ANGELAKOPOULOS(hereinafter "Plaintiff"), by and through her undersigned attorney, individually and on behalf of all others similarly situated, files this Complaint and sues the Defendant, CARTER-YOUNG, INC., a Corporation, (hereinafter referred to as the "Defendant" or "C-Y, Inc.,"), for damages and temporary and permanent injunctive relief and other relief pursuant to the Federal Fair Debt Collection Practices Act (hereinafter "FDCPA") and in support thereof alleges:

ALLEGATIONS COMMON TO ALL COUNTS

- 1. The Court has original jurisdiction in this action by virtue of 28 U.S.C. §1331 because the matter in dispute involves a federal law arising under the Constitution, laws, or treatises of the United States, to wit: the FDCPA, 15 U.S.C. §1692.
- 2. Venue is proper in this District under 28 U.S.C. §1391(b) because the allegations herein relate to Defendant's transactions in this District, and its infliction of injury on the Plaintiff and all Plaintiffs within the State of Florida and in other states. This is the judicial district in which a substantial part of the events or omissions giving rise to the claim occurred, or a substantial part of property that is the subject of the action is situated.
- 3. This is the location where the cause of action accrued under the FDCPA. This is the location where the Defendant violated the FDCPA. This is the location where the Defendant sent debt collection communications to the Plaintiff or the Plaintiff's agent. This is the location where the Plaintiff or the Plaintiff's agent received debt collection communications from the Defendant.
- 3. This is an action for damages and injunctive relief for violation of the FDCPA 15 USC §1692, et seq.
- 4. At all times material hereto, the Plaintiff is a resident of Palm Beach County, Florida, and is sui juris.

- 5. At all times material hereto, the Plaintiff is a consumer pursuant to the FDCPA in that she is a natural person obligated or allegedly obligated to pay a consumer debt.
- 6. At all times material hereto, the Defendant is a debt collector within the meaning of the FDCPA in that: the Defendant has used instrumentalities of interstate commerce such as the telephone, the mails, and the internet in their business the principal purpose of which is the collection of debts; the Defendant regularly collects or attempts to collect, directly or indirectly, debts owed or due or asserted to be owed or due another; and, the Defendant has represented themselves to be a debt collector.
- 7. At all times material hereto, the debt the Defendant was attempting to collect was an obligation or alleged obligation of the Plaintiff to pay money arising out of a transaction in which the money, property, insurance, or services which are the subject of the transaction are primarily for personal, family, or household purposes, whether or not such obligation had been reduced to judgment within the meaning of the FDCPA 15 U.S.C. § 1692a(5), to wit: charges for medical services, tests, and/or treatment for herself.
- 8. At all times material hereto, the Plaintiff and all class members are consumers pursuant to the FDCPA in that they are natural persons obligated or allegedly obligated to pay a consumer debt.
- 9. The alleged debt the Defendant attempted to collect from the Plaintiff and all class members is due to, owed to, and owned by, another: Waters Edge Dermatology.
- 10. The alleged debt the Defendant attempted to collect from the Plaintiff and all class members are not due to, owed to, or owned by, the Defendant.
- 11. The alleged debt the Defendant attempted to collect from the Plaintiff and all class members are in default at the time the Defendant received the debt from the original creditor for purposes of collecting the debt.
- 12. The Defendant specializes in collecting consumer debts. They routinely attempt to collect delinquent accounts that are collectively worth many tens of thousands of dollars. They routinely use instrumentalities of interstate commerce or the mails in their business, the principal purpose of which is the collection of debts. They regularly collect or attempt to collect, directly or indirectly, debts owed or due or asserted to be owed or due another.
- 13. The Defendant used the United States Postal Service in their attempt to collect the alleged debt from the Plaintiff and other class members through written debt collection demand letters.
- 14. The Plaintiff and other class members received the legally deficient and defective debt collection communications alleged in this complaint.
- 15. The Plaintiff has retained the undersigned law firm to represent her in these proceedings pursuant to a fee agreement.

- 16. Pursuant to the FDCPA, 15 U.S.C. § 1692(k)(3), if the Plaintiff and/or other class members are successful in enforcing liability under the Act, the Plaintiff is entitled to and requests that the Court award their reasonable attorney's fees and costs incurred.
- 17. All conditions precedent to the filing of this action have occurred, have been satisfied, or have been waived.
- 18. The Plaintiff requests trial by jury on all issues triable by jury as of right or by law.

CLASS ACTION ALLEGATIONS

- 19. Plaintiff brings this case as a class action pursuant to Rule 23, Fed.R.Civ.P.
- 20. There are questions of law and fact common to each class, which common issues predominate over any issues peculiar to individual class members. The principal common question(s) is/ are:
 - 1. Was the Defendant's wording of the FDCPA validation notices defective, deceptive, and/or misleading to the least sophisticated consumer or an unfair or unconscionable means to collect or attempt to collect a debt or did the Defendant's wording overshadow the protections of the FDCPA.
- 21. <u>(i) Approximate Number of Class Members:</u> The members of the class are so numerous that separate joinder of each member is impracticable. The approximate number of class members cannot be accurately ascertained at this time but it is reasonably believed to be in the thousands and involve all of the Defendant's collection accounts for the last year.
- 22. The violations of FDCPA are the result of the Defendant's failure to:
 - a. Develop and implement policies and procedures to comply with the FDCPA.
 - b. Follow the express mandates of the FDCPA.
- 23. <u>(ii) Definition of the Alleged Class(es):</u> There is one (1) class and it is defined as follows:
 - a) Class:
 - 1. All persons in the United States;
 - 2. To whom initial communication letters were mailed, delivered or caused to be mailed or delivered by Defendant;
 - 3. That did not contain the validation notice required by 15 USC 1692g stating:
 - "that if the consumer notifies the debt collector in writing within the thirty-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment

against the consumer <u>and a copy of such verification or judgment will</u> be mailed to the consumer by the debt collector";

- 4. That were not returned undeliverable by the U.S. Post Office;
- 5. In an attempt to collect a debt incurred for personal, family, or household purposes;
- 6. During the one year period prior to the filing of the original Complaint in this action through the date of certification.
- 24. (iii) The Representative Party Will Fairly and Adequately Protect and Represent the Interests of Each Member of the Class:

 The Plaintiff will fairly and adequately represent the interests of the class members.
- 25. The Plaintiff has retained counsel experienced in prosecuting consumer protection matters and there is no reason why Plaintiff and their counsel will not vigorously pursue this matter.
- 26. (b)(1)(A) The prosecution of separate claims or defenses by or against individual members of the class would create a risk of inconsistent or varying adjudications concerning individual members of the class which would establish incompatible standards of conduct for the party opposing the class.
- 27. (b)(1)(B) Adjudications concerning individual members of the class which would, as a practical matter, be dispositive of the interests of other members of the class who are not parties to the adjudications, or substantially impair or impede the ability of other members of the class who are not parties to the adjudications to protect their interests.
- 28. (b)(2) The Defendant has acted or refused to act on grounds generally applicable to all the members of the class, thereby making final injunctive relief or an award of damages concerning the class as a whole appropriate. Plaintiff's claims are typical of the claims of all of the members of all classes who were the subject of improper debt collection activities and communications from the Defendant in violation of the law. The Defendant has acted on grounds which are generally applicable to the classes, in that they have acted in a uniform manner with respect to all members of the classes. The Plaintiff and the members of the classes have sustained similar damages and violations of their rights as a result of the actions of the Defendant and are requesting similar relief.
- 29. (b)(3) The questions of law or fact common to the claims of the representative party and the claims of each member of the class predominate over any question of law or fact affecting only individual members of the classes, and class representation is superior to other available methods for the fair and efficient adjudication of the controversy.
 - 1. Whether C-Y, INC. violated 15 USC 1692g(a) when they failed to provide the validation notice required by 15 USC 1692g stating:

"that if the consumer notifies the debt collector in writing within the thirty-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment against the consumer <u>and a copy of such verification or judgment will be mailed to the consumer by the debt collector"</u>;

30. C-Y, INC., is a collection agency, established in 2001 and servicing clients throughout the United States. It services the collection of bad debt portfolios. Utilizing the industry's best practices in people management, process improvement and technology implementation, Carter-Young's outsourcing model delivers our clients lower costs, increased operational efficiencies and greater ROI. Carter-Young provides the highest quality, most innovative outsourcing solutions to clients across a broad spectrum of market sectors, including the multi-family/student/military housing, healthcare, financial services, utility, and telecommunications sectors. Carter-Young is a professional next and final step collection service dedicated to providing high quality services to both large and small. Their commitment to stay ahead of industry trends and customer requirements makes them a leader in the industry. Carter-Young's passion for innovative growth is fueled by five fundamental business objectives:

Customer Relationships—To build long-lasting relationship with clients while protecting their image in the community.

Quality and Excellence—To relentlessly pursue top-notch collections for clients while preserving the good will of the consumer.

Customer Service—With a fanaticism to detail, make available to clients a team of highly trained and dedicated credit professionals.

Technology—To continually improve operational efficiencies by developing and utilizing industry leading technology.

Leadership—To strengthen its leadership position within the industry through industrious research and innovating development of new collection methods.

COUNT I VIOLATION OF THE FDCPA 15 USC §1692

- 31. Plaintiff readopts and realleges allegations 1 through 30, inclusive, as if fully set forth herein.
- 32. In addition to all other counts of this complaint or in the alternative to them, the Plaintiff, individually and on behalf of all others similarly situated, sues Defendant C-Y, INC. for violation of FDCPA 15 U.S.C. §1692, et seq.
- 33. On or about March 19, 2018, C-Y, INC., sent a debt collection communication to the Plaintiff and/or the Plaintiff's counsel. A copy of the communication is attached hereto as Exhibit "A".
- 34. The Defendant is believed to have sent identically defective debt collection communications to all Class members.
- 35. Said debt collection communication from C-Y, INC., concerned a bill for medical medical services, tests, and/or treatment for the Plaintiff.

- 36. Said debt collection communication from C-Y, INC., was false, deceptive, or misleading representations or means in connection with the collection of debts because C-Y, INC., failed to truthfully and fully inform the Plaintiff of her rights.
- 37. Said debt collection communications from C-Y, INC., were also unfair or unconscionable means to collect or attempt to collect a debt because C-Y, INC., failed to truthfully and fully inform the Plaintiff of her rights.
- 38. C-Y, INC.'s validation notice provided:
 - "Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor."
- 39. The pertinent section of the FDCPA 15 U.S.C. §1692g(4) required C-Y, INC.'s notice to inform the consumer that:
 - "if the consumer notifies the debt collector in writing within the thirty-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment <u>against the consumer and a copy of such verification or judgment will be mailed to the consumer by the debt collector</u>" (underlining and bold emphasis added)
- 40. These actions of C-Y, INC. as alleged herein, were a direct violation of the following provisions of the FDCPA:
 - a. C-Y, INC.'s collection activity violated 15 U.S.C. §1692g, in that C-Y, INC., failed to truthfully and fully inform the Plaintiff of her rights (the FDCPA validation notice requirements) which amounted to a false, deceptive, or misleading representation or means in connection with the collection of the debt.
 - b. C-Y, INC.'s collection activity violated 15 U.S.C. §1692e, in that C-Y, INC., failed to truthfully and fully inform the Plaintiff of her rights (the FDCPA validation notice requirements) which amounted to a false, deceptive, or misleading representation or means in connection with the collection of any debt.
 - c. C-Y, INC.'s collection activity violated 15 U.S.C. §1692e(10), in that C-Y, INC., failed to truthfully and fully inform the Plaintiff of her rights (the FDCPA validation notice requirements) which amounted to a false, deceptive, or misleading representation or means in connection with the collection of any debt.
 - d. C-Y, INC.'s collection activity violated 15 U.S.C. §1692f, in that C-Y, INC., failed to truthfully and fully inform the Plaintiff of her rights (the FDCPA

validation notice requirements) which amounted to an unfair or unconscionable means to collect or attempt to collect this debt.

41. The Plaintiff and the members of Class have suffered damages by virtue of the violations of the law by Defendant C-Y, INC. and will continue to suffer those damages until the Court takes affirmative action against C-Y, INC. to hault said violations.

WHEREFORE, The Plaintiff and the members of the Class demand trial by jury and judgment against the Defendant C-Y, INC. for:

- 1. Statutory damages pursuant to 15 U.S.C. §1692k.
- 2. Such additional damages as the court may allow for each plaintiff/class member up to \$1,000.00 pursuant to 15 U.S.C. § 1692k.
- 3. The amount the court may allow for all other class members, without regard to a minimum individual recovery, not to exceed the lesser of \$500,000 or 1 per centum of the net worth of the debt collector pursuant to 15 U.S.C. § 1692k.
- 4. Temporary and permanent injunctive relief prohibiting further such violations of the law.
- 5. Attorney's fees and costs pursuant to 15 U.S.C. § 1692k.
- 6. Such other and further relief in the premises that the Court deems appropriate.

/s/ John J.R. Skrandel, FL Bar #120413

Jerome F. Skrandel, PL

Counsel for Plaintiff EVAGELIA ANGELAKOPOULOS
300 Prosperity Farms Road, Suite D

North Palm Beach, FL 33408-5212

Phone (561)863-1605 Fax (561)863-1606

Email JFSPA@MSN.COM

The Plaintiff requests trial by jury on all issues triable by jury as of right or by law.

/s/ John J.R. Skrandel, FL Bar #120413 Counsel for Plaintiff EVAGELIA ANGELAKOPOULOS ONCAYO01 PO Box 1280 Oaks PA 19456-1280 ADDRESS SERVICE REQUESTED CARTER-YOUNG. INC.

N. Main St., Suite 120 Conyers, GA 30012 678-937-0606 + 866-937-0606

Pay online at www.carter-young.com/payonline Payment Account Code: 1236751

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Evagelia Angelakopoulos 4221 Empress St Palm Beach Gardens FL 33410-5836 CARTER-YOUNG, INC. 882 N. Main St. Suite 120 Convers GA 30012-4442 հրհրդիկով||իլկրվիվիվ||իկուկրվիրվ||իսորկկե

> Account #: 916

Amount Due: \$136.91

Detach Upper Portion And Return With Payment

IMPORTANT COLLECTION NOTICE

March 19, 2018

Please be advised that has assigned your past due balance to our company for collection and requests that you submit \$136.91 by return mail using the attached payment stub enclosed envelope.

If you need to discuss this matter, contact us at 678-937-0606 or 866-937-0606.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor, if different from the current creditor.

Pay Online: www.carter-young.com/payonline using Payment Account Code: 1236751

Pay by Phone: Please call 678-937-0606 or toll-free 866-937-0606. Office hours are Mon.-Fri. 8:30AM - 5:00 PM, Eastern Time.



Pay by Mail: Send payments to Carter-Young, 882 N. Main St. Suite 120, Conyers, GA 30012.

This communication is from a debt collector. This is an attempt to collect a debt and any information obtained will be used for that purpose.

> CARTER-YOUNG, INC. 882 N. MAIN ST. SUITE 120 | CONYERS GA 30012 678.937.0606 | 866.937.0606

Case 9:18-cv-80403-KAM Document 1-1 Entered on FLSD Docket 03/29/2018 Page 2 of 2 TIVE SET 1.5

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PRESORTED FIRST-CLASS MAIL U.S. POSTAGE PAID HDPG

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UNITED STATES DISTRICT COURT SOUTHERN DISTRICT OF FLORIDA

CASE NO. 0:18-CV-60670

EVAGELIA ANGELAKOP	OULOS
Individually and on behalf of	f
all other similarly situated,	
Plaintiff(s),	CLASS REPRESENTATION
vs.	
CARTER-YOUNG, INC.,	
Defendant.	

SUMMONS IN A CIVIL ACTION

To: (Defendant's name and address)

CARTER-YOUNG, INC. 882 N MAIN ST, SUITE 120 CONYERS, GA, 30012

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:

John J.R. Skrandel, FL Bar #120413 Jerome F. Skrandel, PL Counsel for Plaintiff(s) 300 Prosperity Farms Road, Suite D North Palm Beach, FL 33408-5212 Phone (561)863-1605 Fax (561)863-1606 Email JFSPA@MSN.COM

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court. *CLERK OF COURT*

Date:	
	Signature of Clerk or Deputy Clerk

SJS 44 (Rev. 2/08)

CIVIL COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON THE REVERSE OF THE FORM.)

NOTICE: Attorneys MUST Indicate All Re-filed Cases Below.

the civil docket sheet. (SEE IN	STRUCTIONS ON THE REVERSE OF THE FORM	1.) NOTICE: Attorneys Me	51 Indicate An Re-med Ca	ises below.		
I. (a) PLAINTIFFS		DEFENDANTS	DEFENDANTS			
EVAGELIA ANGELAKOPOULOS (b) County of Residence of First Listed Plaintiff (EXCEPT IN U.S. PLAINTIFF CASES)		CARTER-YOUN	CARTER-YOUNG, INC.			
		County of Residence	County of Residence of First Listed Defendant ROCKDALE (IN U.S. PLAINTIFF CASES ONLY)			
(c) Attorney's (Firm Name, Ad	dress, and Telephone Number)		D CONDEMNATION CASES, USE	THE LOCATION OF THE TRACT		
JOHN J.R. SKRANDEL JEROME F. SKRANDEL, PL 300 PROSPERITY FARMS ROAD, SUITE D NORTH PALM BEACH FL 33408		Attorneys (If Known)				
(d) Check County Where Actio	n Arose: I MIAMI-DADE I MONROE I	BROWARD PALM BEACH □ M.	ARTIN ST. LUCIE SINDIA	N RIVER OKEECHOBEE		
II. BASIS OF JURISD	ICTION (Place an "X" in One Box Only)	III. CITIZENSHIP OF		Place an "X" in One Box for Plaintiff		
□ 1 U.S. Government Plaintiff	✓□ 3 Federal Question (U.S. Government Not a Party)	(For Diversity Cases Only) Citizen of This State	PTF DEF 1	-		
☐ 2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizenship of Parties in Item II	AND AND THE CALL BOX OF THE CALL	2			
		Citizen or Subject of a Foreign Country	3 3 Foreign Nation			
IV. NATURE OF SUIT	(Place an "X" in One Box Only) TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES		
110 Insurance 120 Marine 130 Mailler Act 140 Negotiable Instrument 150 Recovery of Overpayment & Enforcement of Judgment 151 Medicare Act 152 Recovery of Defaulted Student Loans (Excl. Veterans) 153 Recovery of Overpayment of Veteran's Benefits 160 Stockholders' Suits 190 Other Contract 195 Contract Product Liability 196 Franchise REAL PROPERTY 210 Land Condemnation 220 Foreclosure 230 Rent Lease & Ejectment 240 Torts to Land 245 Tort Product Liability 290 All Other Real Property	PERSONAL INJURY	INJURY 610 Agriculture Injury - 620 Other Food & Drug Practice 625 Drug Related Seizure Injury - 625 Drug Related Seizure OFFERTY 640 R.R. & Truck OFFERTY 650 Airline Regs. OFFERTY 660 Occupational Safety/Health OFFERTY 690 Other LABOR 710 Fair Labor Standards Damage 720 Labor/Mgmt. Relations Injury - 740 Railway Labor Act TITIONS 740 Railway Labor Act THE STANDARY 791 Empl. Ret. Inc. Securate Injury - 740 Railway Labor Act Injury - 740 Railw	422 Appeal 28 USC 158 423 Withdrawal	400 State Reapportionment 410 Antitrust 430 Banks and Banking 450 Commerce 460 Deportation 470 Racketeer Influenced and Corrupt Organizations 480 Consumer Credit 490 Cable/Sat TV 810 Selective Service 850 Securities/Commodities/Exchange 875 Customer Challenge 12 USC 3410 890 Other Statutory Actions 891 Agricultural Acts 892 Economic Stabilization Act 893 Environmental Matters 894 Energy Allocation Act 895 Freedom of Information Act 900 Appeal of Fee Determination Under Equal Access to Justice 950 Constitutionality of State Statutes		
∠7 1 Original □ 2 R	temoved from 3 Re-filed- (see VI below)	Reopened 5 another (specific	asferred from ther district cify) ated Cases			
VI. RELATED/RE-FI	(See instructions second page): JUDGE		DOCKET NUMBER	Nictional statutes unless		
VIII. CAUSE OF ACT	LENGTH OF TRIAL via 5 days e	tion of provisions of Fair Debt (estimated (for both sides to try entire c	Collection Practices Act	if demanded in complaint:		
COMPLAINT:	UNDER F.R.C.P. 23	500,000.00	JURY DEMAND:			
ABOVE INFORMATION IS THE BEST OF MY KNOW	// / ///	FOF ALTORNEY OF RECORD	DATE March 2	9, 2018		
		FOR C	OFFICE USE ONLY RECEIPT #	IFP		

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Class Action Claims Carter-Young's Debt Collection Letter Missing Required Info</u>