UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF WISCONSIN MILWAUKEE DIVISION

JENNIFER ASSELIN, Individually and on Behalf)	Case No.: 17-cv-991
of All Others Similarly Situated,	CLASS ACTION COMPLAINT
Plaintiff,	
vs.	
CENTRAL CREDIT SERVICES, LLC, and SYNCHRONY BANK	Jury Trial Demanded
Defendants.	

INTRODUCTION

1. This class action seeks redress for collection practices that violate the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 *et seq.* (the "FDCPA") and Wisconsin Consumer Act, Ch. 421-427, Wis. Stats. ("WCA").

JURISDICTION AND VENUE

2. The court has jurisdiction to grant the relief sought by the Plaintiff pursuant to 15 U.S.C. § 1692k and 28 U.S.C. §§ 1331 and 1337. The court has supplemental jurisdiction over Plaintiff's state law claims pursuant to 28 U.S.C. § 1367. Venue in this District is proper in that Defendant directed its collection efforts into the District.

PARTIES

- 3. Plaintiff Jennifer Asselin is an individual who resides in the Eastern District of Wisconsin (Milwaukee County).
- 4. Plaintiff is a "consumer" as defined in the FDCPA, 15 U.S.C. § 1692a(3), in that Defendants sought to collect from Plaintiff a debt allegedly incurred for personal, family or household purposes, namely a personal PayPal Smart Connect credit account.

- 5. Defendant Central Credit Services, LLC ("CCS") is a corporation with its principal place of business located at 9550 Regency Square Blvd, Suite 500, Jacksonville, Florida 32225.
 - 6. CCS does substantial business in Wisconsin.
- 7. CCS is engaged in the business of a collection agency, using the mails and telephone to collect consumer debts originally owed to others.
- 8. CCS is engaged in the business of collecting debts owed to others and incurred for personal, family or household purposes. CCS is a debt collector as defined in 15 U.S.C. § 1692a and Wis. Stat § 427.103(3).
- 9. Defendant Synchrony Bank (hereinafter "Synchrony") is a national bank with its primary place of business located at 170 West Election Road, Suite 125, Draper, UT 84020.
 - 10. Synchrony does substantial business in Wisconsin.
- 11. Synchrony issues and services "PayPal Smart Connect" and numerous other brand credit cards around the world, including in Wisconsin.
- 12. When attempting to collect debts in Wisconsin, Synchrony is a debt collector as defined in Wis. Stat § 427.103(3) *Hartman v. Meridian Fin. Servs.*, 191 F. Supp. 2d 1031, 1048 (W.D. Wis. 2002); ("Unlike the FDCPA, the Wisconsin Consumer Act does not provide exceptions to its general definition of a debt collector.")

FACTS

- 13. On or about August 31, 2016, Synchrony mailed a debt collection letter to Plaintiff regarding an alleged debt owed to Synchrony. A copy of this letter is attached to this complaint as Exhibit A.
- 14. Upon information and belief, <u>Exhibit A</u> is a form letter, generated by computer, and with the information specific to Plaintiff inserted by computer.

15. Exhibit A states:

NOTICE OF RIGHT TO CURE DEFAULT

September 15, 2016 is the LAST DAY FOR PAYMENT. \$145.00 is the AMOUNT NOW DUE.

You are late in making your payment(s). If you pay the AMOUNT NOW DUE (above) by the LAST DAY FOR PAYMENT (above), you may continue with the contract as though you were not late. Payment should be sent to us at the address set forth below. If you do not pay by this date, we may exercise our rights under the law.

- 16. Exhibit A states that September 15, 2016 is the last day for payment and if Plaintiff pays by this date, she "may continue with the contract as though [she was] not late."
- 17. On or about September 8, 2016, Synchrony mailed another debt collection letter to Plaintiff regarding the same alleged debt owed to Synchrony. A copy of this letter is attached to this complaint as Exhibit B.
- 18. Upon information and belief, <u>Exhibit B</u> is a form letter, generated by computer, and with the information specific to Plaintiff inserted by computer.

19. Exhibit B states:

If you fail to send at least a minimum payment by the next payment due date on your statement to prevent your account from going further delinquent, your account will be reviewed for placement with a Collection Agency for further collections.

- 20. On or about September 29, 2016, Central Credit Services, LLC ("CCS") mailed a debt collection letter to Plaintiff regarding the same alleged debt owed to Synchrony, referred to in Exhibit A. A copy of this letter is attached to this complaint as Exhibit C.
- 21. <u>Exhibit C</u> was the first letter that CCS sent to Plaintiff with respect to Plaintiff's alleged Synchrony debt.
- 22. Upon information and belief, <u>Exhibit C</u> is a form letter, generated by computer, and with the information specific to Plaintiff inserted by computer.

23. Exhibit C states:

Our client Synchrony Bank has placed your PayPal™ Smart Connect Credit Card Account with our office due to non-payment. Please contact this office at 877-861-1415 to resolve this matter. Our office is interested in working

with you and has several payment options available to meet your current financial needs.

24. Exhibit C also states:

Balance Due: \$2,021.00

25. Exhibit C, thus, represents that the debt had been accelerated and the full balance

is now due.

26. Despite Exhibit A's statement that September 15, 2016 was the last day for

payment to cure default and "continue with the contract as though you were not late," and despite

Synchrony's and CCS's representations that the debt had been placed with CCS for collection

(Exhibit C) and that the debt had been accelerated and the full balance was now due, on or

around September 27, 2016, Synchrony sent Plaintiff an account statement for the same account,

demanding a minimum payment of \$344.00. A copy of this statement is attached to this

complaint as Exhibit D.

27. Synchrony's representation in Exhibit A that the last day for payment to cure

default is September 15, 2016 in order to continue with the contract as though Plaintiff was not

late is false and misleading, especially when the consumer is subsequently presented with

account statements requesting minimum payments lower than the total balance (Exhibit D).

28. The unsophisticated consumer cannot determine whether the debt had been

accelerated or not, or how much debt is actually due. Exhibit C seeks the entire amount of the

debt, \$2021.00, but Exhibit D seeks only \$344.00.

29. CCS and Synchrony both represented the amount of the debt in a way that was

confusing to the unsophisticated consumer and/or misrepresented the amount of the debt.

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- 30. Upon information and belief, CCS and Synchrony work in a scripted process to collect Synchrony debts such as Plaintiff's.
- 31. Upon information and belief, CCS is fully aware of the contents and representations in Exhibit A,
- 32. Upon information and belief, CCS is fully aware that Synchrony sends <u>Exhibit A</u> to consumers approximately one month before CCS mails a letter in the form of <u>Exhibit C</u>.
- 33. Upon information and belief, CCS is fully aware that Synchrony continues to send statements to consumers seeking a "minimum payment" and not representing that the entire balance is due.
 - 34. Plaintiff was confused by Exhibits A-D.
 - 35. The unsophisticated consumer would be confused by Exhibits A-D.
 - 36. Plaintiff had to spend time and money investigating Exhibits A-D.
- 37. Plaintiff had to take time to obtain and meet with counsel, including traveling to counsel's office by car and its related expenses, including but not limited to the cost of gasoline and mileage, to advise Plaintiff on the consequences of <u>Exhibits A-D</u>.
- 38. The FDCPA presumes that violations cause injury to consumers. Congress authorized an award of statutory damages for violations. 15 U.S.C. § 1692k(a).
- 39. Moreover, Congress has explicitly described the FDCPA as regulating "abusive practices" in debt collection. 15 U.S.C. §§ 1692(a) 1692(e). Any person who receives a debt collection letter containing a violation of the FDCPA is a victim of abusive practices. *See* 15 U.S.C. §§ 1692(e) ("It is the purpose of this subchapter to eliminate abusive debt collection practices by debt collectors, to insure that those debt collectors who refrain from using abusive

debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses").

- 40. 15 U.S.C. § 1692e generally prohibits "any false, deceptive, or misleading representation or means in connection with the collection of any debt."
- 41. 15 U.S.C. § 1692e(2)(a) specifically prohibits "The false representation of the character, amount, or legal status of any debt."
- 42. 15 U.S.C. § 1692e(10) specifically prohibits the "use of any false representation or deceptive means to collect or attempt to collect any debt."
 - 43. 15 U.S.C. § 1692g(a) requires:

(a) Notice of debt; contents

Within five days after the initial communication with a consumer in connection with the collection of any debt, a debt collector shall, unless the following information is contained in the initial communication or the consumer has paid the debt, send the consumer a written notice containing—

- (1) the amount of the debt;
- 44. The FDCPA requires the debt collector to state the amount due on the date the collection letter is sent, "without "obscur[ing] it by adding confusing other information (or misinformation)." *Miller v. McCalla, Raymer, Padrick, Cobb, Nichols, & Clark, L.L.C.*, 214 F.3d 872, 875-76 (7th Cir. 2000); *Marshall-Mosby v. Corporate Receivables, Inc.*, 205 F.3d 323, 326 (7th Cir. 2000); *Bartlett v. Heibl*, 128 F.3d 497, 500 (7th Cir. 1997).
- 45. Wis. Stat. § 427.104(1)(j) states that a debt collector may not: "Claim, or attempt or threaten to enforce a right with knowledge or reason to know that the right does not exist."
- 46. Wis. Stat. § 427.104(1)(L) states that a debt collector may not: "Threaten action against the customer unless like action is taken in regular course or is intended with respect to the particular debt."

COUNT I - FDCPA

- 47. Plaintiff incorporates by reference as if fully set forth herein the allegations contained in the preceding paragraphs of this Complaint.
 - 48. This claim is brought against Defendant CCS.
- 49. CCS represented to Plaintiff and class members that their Synchrony accounts had been accelerated by seeking to collect the entire balance and not just the amount actually due.
- 50. Prior to sending Exhibit C, which demands payment of the balance of the PayPal credit account, CCS was aware that Synchrony would continue to send statements seeking a "minimum payment" lower than the balance.
- 51. At the time it sent Exhibit C to the class, CCS knew that Synchrony would continue to send class members account statements seeking a "minimum payment" lower than the account balance.
- 52. CCS made false, misleading and confusing representations about the amount of the debt.
 - 53. CCS's conduct violates 15 U.S.C. §§ 1692e, 1692e(10), 1692g and 1692g(a).

COUNT II -- WCA

- 54. Plaintiff incorporates by reference as if fully set forth herein the allegations contained in the preceding paragraphs of this Complaint. This claim is brought against both defendants.
- 55. Unlike the FDCPA, the WCA's debt collection provisions apply to original creditors who are attempting to collect their own debts. Wis. Stat. § 427.103(3) ("Debt collector' means any person engaging, directly or indirectly, in debt collection, and includes any person who sells, or offers to sell, forms represented to be a collection system, device or scheme,

intended or calculated to be used to collect claims. The term does not include a printing company engaging in the printing and sale of forms.").

- 56. Original creditors, including Synchrony, are debt collectors under the WCA. Wis. Stat. § 427.103; *Hartman*, 191 F. Supp. 2d at 1048.
- 57. In Exhibit C, CCS represented to Plaintiff and class members that their Synchrony accounts had been accelerated so that the entire balance was due.
- 58. In fact, when CCS sent Exhibit C, CCS and Synchrony both knew that Synchrony would continue to send class members account statements seeking a minimum payment of less than the entire balance.
- 59. CCS's and Synchrony's conduct violates the Wisconsin Consumer Act, Wis. Stat. §§ 427.104(1)(j) and 427.104(1)(L).

COUNT III -- FDCPA

- 60. Plaintiff incorporates by reference as if fully set forth herein the allegations contained in the preceding paragraphs of this Complaint. This claim is brought against both defendants.
 - 61. Exhibits A and C provide facially conflicting deadlines for payment.
- 62. CCS's and Synchrony's conduct violates the Wisconsin Consumer Act, Wis. Stat. §§ 427.104(1)(h) and 427.104(1)(L).

CLASS ALLEGATIONS

63. Plaintiff brings this action on behalf of a Class, consisting of (a) all natural persons in the State of Wisconsin (b) who were sent a collection letter in the form of Exhibit A, (c) and subsequently were sent a letter in the form of Exhibit C, (d), and subsequently were sent an Synchrony statement such as Exhibit D, (e) seeking less than the full balance of the account

- (f) for an alleged debt incurred for personal, family or household purposes, (g) on or after November 14, 2015, (h) that were not returned by the postal service.
- 64. The Class is so numerous that joinder is impracticable. Upon information and belief, there are more than 50 members of the Class.
- 65. There are questions of law and fact common to the members of the class, which common questions predominate over any questions that affect only individual class members. The predominant common question is whether Exhibits A, C and D violate the FDCPA and/or the WCA.
- 66. Plaintiff's claims are typical of the claims of the Class members. All are based on the same factual and legal theories.
- 67. Plaintiff will fairly and adequately represent the interests of the Class members. Plaintiff has retained counsel experienced in consumer credit and debt collection abuse cases.
- 68. A class action is superior to other alternative methods of adjudicating this dispute. Individual cases are not economically feasible.

JURY DEMAND

69. Plaintiff hereby demands a trial by jury.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff requests that the Court enter judgment in favor of Plaintiff and the Class and against Defendants for:

- (a) actual damages;
- (b) statutory damages;
- (c) attorneys' fees, litigation expenses and costs of suit; and
- (d) such other or further relief as the Court deems proper.

Dated: July 18, 2017

ADEMI & O'REILLY, LLP

By: /s/ John D. Blythin
Shpetim Ademi (SBN 1026973)
John D. Blythin (SBN 1046105)
Mark A. Eldridge (SBN 1089944)
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jblythin@ademilaw.com
meldridge@ademilaw.com
dmorris@ademilaw.com

EXHIBIT A

August 31, 2016

JENNIFER ASSELIN 3319 E MALLORY AVE CUDAHY WI 53110-2218

12310

C309

NOTICE OF RIGHT TO CURE DEFAULT

RE: PayPal™ Smart Connect Account Number Ending In: 8085

Dear Jennifer Asselin,

September 15, 2016 is the LAST DAY FOR PAYMENT. \$145.00 is the AMOUNT NOW DUE.

You are late in making your payment(s). If you pay the AMOUNT NOW DUE (above) by the LAST DAY FOR PAYMENT (above), you may continue with the contract as though you were not late. Payment should be sent to us at the address set forth below. If you do not pay by this date, we may exercise our rights under the law.

SYNCHRONY BANK PO BOX 960080 ORLANDO, FL 32896-0080

Sincerely,

SYNCHRONY BANK 1-866-899-6190

This is an attempt to collect a debt and any information obtained will be used for that purpose. Account is owned by SYNCHRONY BANK

Exhibit B

09/08/2016

JENNIFER ASSELIN 3319 E MALLORY AVE CUDAHY WI 53110-2218

Account Number Ending In: 8085

Dear JENNIFER ASSELIN,

This is a notice regarding your delinquent PayPal™ Smart Connect account.

You have been sent several notices that your account is past due. If you are experiencing financial difficulties, please call us to discuss payment options.

If you fail to send at least a minimum payment by the next payment due date on your statement to prevent your account from going further delinquent, your account will be reviewed for placement with a Collection Agency for further collections.

You may call us toll free at: 1-866-899-6190. You have the option to pay your bill online. It is private and secure.

Log-on to: www.paypal.com

Mail payments to:

SYNCHRONY BANK / PayPal Smart Connect PO BOX 960080 ORLANDO, FL 32896-0080

If you have any questions, please call the phone number listed below.

Sincerely,

SYNCHRONY BANK 1-866-899-6190

This is an attempt to collect a debt and any information obtained will be used for that purpose. Account is owned by SYNCHRONY BANK

Exhibit C

Return Mail Only - Do not send mail to this address

Dept-01 PO Box 1022 Wixom MI 48393-1022 CHANGE SERVICE REQUESTED

September 29, 2016

Central Credit Services LLC

20 Corporate Hills Dr. • Saint Charles, MO 63301-3749
Toll Free: 877-861-1415

Hours of Operation: 7am – 9pm M-Th. CT • 7am – 4pm Fri & Sat CT 7am to 12pm Sun CT

Account Information

Dear Jennifer Asselin:

Our client Synchrony Bank has placed your PayPal™ Smart Connect Credit Card Account with our office due to non-payment. Please contact this office at 877-861-1415 to resolve this matter. Our office is interested in working with you and has several payment options available to meet your current financial needs.

You may also access your account information online at: www.paypal.com

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. Calls to or from this company may be monitored or recorded.

The preceding information does not affect your rights set forth below:

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 after 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 and mail you a copy of such judgment or verification. If you request of 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.

PLEASE	DETACH	AND	RETURN	WITH	PAYMENT

Account Information
Creditor: Synchrony Bank
Re: PayPal™ Smart Connect Credit Card Account
Account #: XXXXXXXXXX8085
Central Credit Services #:
Balance Due: \$2,021.00

3319 E MALLORY AVE CUDAHY WI 53110-2218

Synchrony Bank/PayPal Smart Connect PO Box 960080 Orlando, FL 32896-0080

Exhibit D

PayPal Smart Connect

PayPal Smart

Days in Billing Cycle

JENNIFER ASSELIN
Account Number 805

30

Visit us at www.paypal.com PayPal Credit Services: 1-866-899-6190

 Summary of Account Activity

 Previous Balance
 \$1,942.02

 + Fees Charged
 \$35.00

 + Interest Charges
 \$44.17

 New Balance
 \$2,021.19

 Credit Limit
 \$1,600.00

 Available Credit
 \$0.00

 Statement Closing Date
 09/27/2016

 Payment Information
 \$2,021.19

 New Balance
 \$244.00

 Amount Past Due
 \$244.00

 Total Minimum Payment Due
 \$344.00

 Overlimit Amount
 \$421.19

 Payment Due Date
 10/20/2016

Late Payment Warning: If we do not receive your Total Minimum Payment Due by the Payment Due Date listed above, you may have to pay a late fee up to \$35.00.

Minimum Payment Warning: If you make only the minimum payment each period, you will pay more in interest and it will take you longer to pay off your balance. For example:

If you make no additional charges using this card and each month you pay	You will pay off the balance shown on this statement in about	And you will end up paying an estimated total of
Only the minimum payment	8 years	\$4,221.00

If you would like information about credit counseling services, call 1-877-302-8775.

Transaction Summary Tran Date Post Date Reference Number Description of Transaction or Credit Amoun! 09/20 09/20 LATE FEE \$35.00 TOTAL FEES FOR THIS PERIOD \$35.00 INTEREST CHARGED 09/27 INTEREST CHARGE ON PURCHASES \$44.17 TOTAL INTEREST FOR THIS PERIOD \$44.17 2016 Totals Year-to-Date Total Fees Charged in 2016 \$95.00 Total Interest Charged in 2016 \$365.93 Total Interest Paid in 2016

Interest Charge Calculation

Your Annual Percentage Rate (APR) is the annual interest rate on your account.

Expiration Annual Balance Subject Interest
Type of Balance Date Percentage Rate to Interest Rate Charge
Regular Purchase NA 27.24% (v) \$1,972.54 \$44.17

(v) = Variable Rate

PAYMENT DUE BY 5 P.M. (ET) ON THE DUE DATE.

NOTICE: We may convert your payment into an electronic debit. See reverse for details, Billing Rights Information and other important information.

5484 0012 AVH

7 25 160927

EXPAGE 1 of 3

9263 1000 PP08 01MZ5484

89617

Detach and mail this portion with your check. Do not include any correspondence with your check.

PayPal Smart

		Accou	ınt Number:	8085
Total Minimum	Amount	Payment Due	Overlimit	New Balance
Payment Due	Past Due	Date	Amount	
\$344.00	\$244.00	10/20/2016	\$421.19	\$2,021.19

Payment Enclosed: Please use blue or black ink. Save a stamp, pay on-line at



www.paypal.com New address or email? Print Changes on back

JENNIFER ASSELIN 3319 E MALLORY AVE CUDAHY WI 53110-2218 89617 C309 - ինդենվիիիներերինինիիր-արժնանգորինի<u>ի</u>ն

Make Payment to: PAYPAL CREDIT SVCS/SYNCB PO BOX 960080 ORLANDO, FL 32896-0080

լինիգիրդեսինիիրոննիչընկեղիկուներդիկունին

Customer Service: For account information, call the number on the front of this statement. For Hearing or Speech disabilities use a TRS. You may also mail questions (but not payments) to P.O. Box 965004, Orlando, FL 32896-5004 Please include your account number on any correspondence you send to us.

Payments: Send payments to the address listed on the remit portion of this statement or pay online

Notice: See below for your Billing Rights and other important information Telephoning about billing errors will not preserve your rights under federal law To preserve your rights, please write to our Billing Inquiries Address, PO Box 965003, Orlando, FL 32896-5003.

Purchases, returns, and payments made just prior to billing date may not appear until next month's statement. When you provide a check as payment, you authorize us either to use information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment, and you will not receive your check back from your financial institution. You may choose not to have your payment collected electronically by sending your payment (with the payment stub), in your own envelope – not the enclosed window envelope, addressed to: P.O. Box 530993, Atlanta, GA 30353-0993 and not the Payment Address.

What To Do If You Think You Find A Mistake On Your Statement If you think there is an error on your statement, write to us at the

Billing Inquiries Address of Synchrony Bank

P.O. Box 965003, Orlando, FL 32896-5003

- In your letter, give us the following information:

 Account information: Your name and account number
- Dollar amount: The dollar amount of the suspected error.
- Description of Problem. If you think there is an error on your bill, describe what you believe is wrong and why you believe it is a mistake.

You must contact us within 60 days after the error appeared on your statement.

You must notify us of any potential errors in writing. You may call us, but if you do we are not required to investigate any potential errors and you may have to pay the amount in question While we investigate whether or not there has been an error, the

- · We cannot try to collect the amount in question, or report you as delinguent on that amount
- The charge in question may remain on your statement, and we may continue to charge you interest on that amount. But, if we determine that we made a mistake, you will not have to pay the amount in question or
- any interest or other fees related to that amount

 While you do not have to pay the amount in question, you are responsible for the remainder of your balance.

We can apply any unpaid amount against your credit limit.

Your Rights If You Are Dissatisfied With Your Credit Card Purchases

If you are dissatisfied with the goods or services that you have

purchased with your credit card, and you have tried in good faith to correct the problem with the merchant, you may have the right not to pay the remaining amount due on the purchase

To use this right, all of the following must be true:

- 1 The purchase must have been made in your home state or within 100 miles of your current mailing address, and the purchase price must have been more than \$50 (Note: Neither of these are necessary if your purchase was based on an advertisement we mailed to you, or if we own the company that sold you the goods or services.)
- 2 You must have used your credit card for the purchase. Purchases made with cash advances from an ATM or with a check that accesses your credit card account do not qualify.
- 3 You must not yet have fully paid for the purchase
- If all of the criteria above are met and you are still dissatisfied with the purchase, contact us in writing at:

Synchrony Bank PO Box 965003, Orlando, FL 32896-5003

While we investigate, the same rules apply to the disputed amount as discussed above. After we finish our investigation, we will tell you our decision. At that point, if we think you owe an amount and you do not pay we may report you as delinquent

Information About Payments: You may at any time pay, in whole or in part, the total unpaid balance without any additional charge for prepayment. Payments received after 5:00 PM (ET) on any day will be credited as of the next day. Credit to your Account may be delayed up to five days if payment (a) is not received at the Payment Address, (b) is not made in U.S. dollars drawn on a U.S. financial institution located in the U.S., (c) is not accompanied by the remittance coupon attached to your statement, (d) contains more than one payment or remittance coupon, (e) is not received in the remittance envelope provided or (f) includes staples, paper clips, tape, a folded check, or correspondence of any type <u>Conditional Payments</u>. All written communications concerning disputed amounts, including any check or other payment instrument that: (i) indicates that the payment constitutes "payment in full" or is

tendered as full satisfaction of a disputed amount, or (ii) is tendered with other conditions or limitations ("Disputed Payments"), must be mailed or delivered to us at PO Box 965003, Orlando, FL 32896-5003.

Credits To Your Account: An amount shown in parenthesis or preceded by a minus (-) sign is a credit or credit balance unless otherwise indicated. Credits will be applied to your previous balance immediately upon receipt, but will not satisfy any required payment that may be due

Credit Reports And Account Information: If you believe that we have reported inaccurate information about you to a consumer reporting agency, please contact us at PO Box 965005, Orlando, FL 32896-5005 In doing so, please identify the inaccurate information and tell us why you believe it is incorrect. If you have a copy of the credit report that includes the inaccurate information, please include a copy of that report. We may report information about your account to credit bureaus Late payments, missed payments, or other defaults on your account may be reflected in your credit report

Balance Subject To Interest Charge Calculation

Method 2D (Daily Balance method): We figure the interest charge on your account by applying the periodic rate to the "daily balance" of your account for each day in the billing cycle. We then add the interest to the daily balance. To get the "daily balance" we take the beginning balance of your account each day (which includes unpaid interest), add any new charges and applicable fees, and subtract any payments or credits. This gives us the daily balance Any daily balance of less than zero will be treated as zero. A separate daily balance will be calculated for each balance type on your account. The balance(s) shown in the Interest Charges section of this statement is the sum of the daily balances for each day in the billing cycle divided by the number of days in the billing cycle.

Contacting PayPal or filing a claim through any of PayPal's dispute resolution process will not result in an inquiry being placed with us regarding your account

Bankruptcy Notice: If you file bankruptcy you must send us notice, including account number and all information related to the proceeding to the following address: Synchrony Bank, Attn. Bankruptcy Dept., P.O. Box 965060, Orlando, FL 32896-5060.

Your account is owned and serviced by Synchrony Bank.

O1MZ5484 - 2 - 06/16/14

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

*By providing a telephone number on your account, you consent to Synchrony Bank and any other owner or servicer of your account contacting you about your account, including using any contact information or cell phone numbers you provide, and you consent to the use of any automatic telephone dialing system and/or an artificial or prerecorded voice when contacting you, even if you are charged for the call under your phone plan.

For changes of address, phone number and/or email, please check the box and print the changes below.

Street Address City, State				
ZIP Phone # Email	Home Phone #	Business Phone #	*Cell # or other phone #	Email Address

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.)

Place an X in the appropriate	Box: Green	Bay Division		Milwaukee Division	
I. (a) PLAINTIFFS			DEFENDANTS		
JENNIFER A	ASSELIN		CENTRAL C	CREDIT SERVICES	, LLC, et al.
` '	e of First Listed Plaintiff EXCEPT IN U.S. PLAINTIFF CA	Milwaukee	County of Residence	of First Listed Defendant (IN U.S. PLAINTIFF CASES)	ONLY)
1)	EACELLIN O.S. LEAINTHI CA	.s.Ls)		D CONDEMNATION CASES, US INVOLVED.	
(c) Attorney's (Firm Name	e, Address, and Telephone Numbe	er)	Attorneys (If Known)		
Ademi & O'Reilly, LLP,	3620 E. Layton Ave., Cudahy, WI ne (414) 482-8001-Facsimile				
II. BASIS OF JURISI	OICTION (Place an "X"	in One Box Only)	I. CITIZENSHIP OF P	RINCIPAL PARTIES	(Place an "X" in One Box for Plaintiff
U.S. Government Plaintiff	✓ 3 Federal Question (U.S. Government)	Not a Party)		PTF DEF 1 Incorporated or Pr of Business In This	
2 U.S. Government Defendant	4 Diversity (Indicate Citizenshi	p of Parties in Item III)	Citizen of Another State	2 Incorporated and I of Business In A	
			Citizen or Subject of a Foreign Country	3 Foreign Nation	6 6
CONTRACT	T (Place an "X" in One Box O:		FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
□ 110 Insurance □ 120 Marine □ 130 Miller Act □ 140 Negotiable Instrument □ 150 Recovery of Overpayment ∞ Enforcement of Judgmen □ 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 □ 245 Tort Product Liability □ 290 All Other Real Property		PERSONAL INJURY 362 Personal Injury - Med. Malpractice 365 Personal Injury - Product Liability 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage 385 Property Damage Product Liability PRISONER PETITIONS 510 Motions to Vacate Sentence Habeas Corpus: 530 General 535 Death Penalty 540 Mandamus & Other 550 Civil Rights 555 Prison Condition	610 Agriculture 620 Other Food & Drug 625 Drug Related Seizure of Property 21 USC 881 630 Liquor Laws 640 R.R. & Truck 650 Airline Regs. 660 Occupational Safety/Health 690 Other LABOR 710 Fair Labor Standards Act 720 Labor/Mgmt. Relations 730 Labor/Mgmt. Reporting & Disclosure Act 740 Railway Labor Act 790 Other Labor Litigation 791 Empl. Ret. Inc. Security Act IMMIGRATION 462 Naturalization Application 463 Habeas Corpus - Alien Detainee 465 Other Immigration Actions	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 900Appeal of Fee Determination Under Equal Access to Justice 950 Constitutionality of State Statutes
☑ 1 Original ☐ 2 R	Cite the U.S. Civil Sta	Appellate Court			Judgment
VI. CAUSE OF ACTI	Brief description of ca	nuse: Collection Practices Act and	Wisconsin Consumer Act		
VII. REQUESTED IN COMPLAINT:	CHECK IF THIS UNDER F.R.C.P.	IS A CLASS ACTION 23	DEMAND \$	CHECK YES only JURY DEMAND:	if demanded in complaint: : ☑ Yes ☐ No
VIII. RELATED CAS IF ANY	SE(S) (See instructions):	JUDGE		DOCKET NUMBER	
DATE		SIGNATURE OF ATTOR		_	
July 18, 2017 FOR OFFICE USE ONLY		s/ John D. Bl	ythin		

- ^{AMOUNT} Case 2:17-cv-00991-DEJ Filed 07/18/17 Page 1-of 2 Document 1-5

INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading 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. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- I. (a) Plaintiffs-Defendants. Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- **II. Jurisdiction**. The basis of jurisdiction is set forth under Rule 8(a), F.R.C.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here.

United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.

Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; federal question actions take precedence over diversity cases.)

- III. Residence (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- **IV. Nature of Suit.** Place an "X" in the appropriate box. If the nature of suit cannot be determined, be sure the cause of action, in Section VI below, is sufficient to enable the deputy clerk or the statistical clerks in the Administrative Office to determine the nature of suit. If the cause fits more than one nature of suit, select the most definitive.
- V. Origin. Place an "X" in one of the seven boxes.

Original Proceedings. (1) Cases which originate in the United States district courts.

Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.

Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.

Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date.

Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.

Multidistrict Litigation. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407. When this box is checked, do not check (5) above.

Appeal to District Judge from Magistrate Judgment. (7) Check this box for an appeal from a magistrate judge's decision.

VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity. Example:

U.S. Civil Statute: 47 USC 553

Brief Description: Unauthorized reception of cable service

VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

Demand. In this space enter the dollar amount (in thousands of dollars) being demanded or indicate other demand such as a preliminary injunction.

Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.

VIII. Related Cases. This section of the JS 44 is used to reference related pending cases if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.

UNITED STATES DISTRICT COURT

for the Eastern District of Wisconsin

)
JENNIFER A	CCEI IN	
Plaintiff		
V.	(3)) Civil Action No. 17-cv-991
v.)
)
CENTRAL CREDIT SE SYNCHRON		
		_) -)
2 0) 0.1111111	(5))
	SUMMONS	IN A CIVIL ACTION
To: (Defendant's name and address)	CENTRAL CREDIT SER c/o C T CORPORATION 8020 Excelsior Dr. Ste. 20 Madison, WI 53717	SYSTEM
A lawsuit has been file	ed against you.	
the United States or a United 12(a)(2) or (3) – you must see	States agency, or an officerve on the plaintiff an an	n you (not counting the day you receive it) – or 60 days if you are cer or employee of the United States described in Fed. R. Civ. P. swer to the attached complaint or a motion under Rule 12 of the on must be served on the plaintiff or the plaintiff's attorney, whose
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 answe		
		STEPHEN C. DRIES, CLERK OF COURT
Date:		
		Signature of Clerk or Deputy Clerk

Civil Action No. 17-cv-991

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4(l))

□ I personally served the summons and the attached complaint on the individual at (place) □ On (date) □ I left the summons and the attached complaint at the individual's residence or usual plate and person of suitable age and discretion (date) □ , and mailed a copy to the individual's last known ad □ I served the summons and the attached complaint on (name of individual) who is designated by law to accept service of process on behalf of (name of organization) □ on (date) □ I returned the summons unexecuted because □ Other (specify): My fees are \$ for travel and \$ for services, for a total of I declare under penalty of perjury that this information is true. Server's signature Printed name and tie	
☐ I left the summons and the attached complaint at the individual's residence or usual plate	
	; or
on (date), and mailed a copy to the individual's last known ad I served the summons and the attached complaint on (name of individual) who is designated by law to accept service of process on behalf of (name of organization) on (date) On (date) Other (specify): for travel and \$ for services, for a total of the declare under penalty of perjury that this information is true.	e of abode with
☐ I served the summons and the attached complaint on (name of individual) who is designated by law to accept service of process on behalf of (name of organization) on (date) ☐ I returned the summons unexecuted because ☐ Other (specify): My fees are \$ for travel and \$ for services, for a total of I declare under penalty of perjury that this information is true. Server's signature.	n who resides the
who is designated by law to accept service of process on behalf of (name of organization) on (date) I returned the summons unexecuted because Other (specify): My fees are \$ for travel and \$ for services, for a total of I declare under penalty of perjury that this information is true. Server's signature	ess; or
on (date) I returned the summons unexecuted because Other (specify): My fees are \$for travel and \$for services, for a total of the services of the s	
☐ I returned the summons unexecuted because ☐ Other (specify): My fees are \$ for travel and \$ for services, for a total of the services of the	
Other (specify): My fees are \$ for travel and \$ for services, for a total of the services of the	; or
Server's signature	\$ 0.00
Printed name and til	
Server's address	

Additional information regarding attempted service, etc.:

UNITED STATES DISTRICT COURT

for the Eastern District of Wisconsin

)
)
JENNIFER A	ASSELIN)
Plaintif	f(s)	_ ′)
v.) Civil Action No. 17-cv-991
CENTRAL CREDIT SE SYNCHRON)))
Defenda	nt(s)	
	SHMMON	S IN A CIVIL ACTION
		SIN A CIVIL ACTION
To: (Defendant's name and address)	SYNCHRONY BANK 170 West Election Road, Draper, UT 84020	Suite 125
A lawsuit has been fil	ed against you.	
the United States or a United 12(a)(2) or (3) – you must se	States agency, or an offerve on the plaintiff an a	
If you fail to respond	, judgment by default w	ill be entered against you for the relief demanded in the complaint.
You also must file your answe		
		STEPHEN C. DRIES, CLERK OF COURT
Date:		
		Signature of Clerk or Deputy Clerk

Civil Action No. 17-cv-991

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4(l))

ceived by me on (date)	·		
☐ I personally served	the summons and the attached con	applaint on the individual at (place):	
		On (date)	; or
☐ I left the summons	and the attached complaint at the i	ndividual's residence or usual place of a	bode with
	, a <u>r</u>	erson of suitable age and discretion who	o resides th
on (date)	, and mailed a copy	to the individual's last known address;	or
☐ I served the summo	ons and the attached complaint on (name of individual)	
who is designated by la	aw to accept service of process on l	pehalf of (name of organization)	
		(I)	
		On (date)	; or
☐ I returned the summ	nons unexecuted because	on (date)	
	mons unexecuted because		
Other (specify):			;
Other (specify): My fees are \$		for services, for a total of \$;
Other (specify): My fees are \$	for travel and \$	for services, for a total of \$;
Other (specify): My fees are \$	for travel and \$	for services, for a total of \$;
☐ Other (specify): My fees are \$ I declare under penalty	for travel and \$	for services, for a total of \$rue.	;
☐ Other (specify): My fees are \$ I declare under penalty	for travel and \$	for services, for a total of \$rue.	;
☐ Other (specify): My fees are \$ I declare under penalty	for travel and \$	for services, for a total of \$ rue. Server's signature	;
☐ Other (specify): My fees are \$ I declare under penalty	for travel and \$	for services, for a total of \$ rue. Server's signature	;

Additional information regarding attempted service, etc.:

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Central Credit Services, Synchrony Bank Knocked with FDCPA Suit</u>