IN THE UNITED STATES DISTRICT COURT FOR THE SOUTHERN DISTRICT OF FLORIDA

DAVID BORG, individually and on behalf of all others similarly situated,	
Plaintiff,	Case No.
,	CLASS ACTION
VS.	JURY TRIAL DEMAND
INDOCHINO APPAREL US INC., a Delaware corporation,	
Defendant.	

CLASS ACTION COMPLAINT

Plaintiff David Borg ("Plaintiff"), by and through his undersigned counsel, hereby brings this putative class action against Defendant Indochino Apparel US Inc. ("Indochino or "Defendant") to secure redress for violations of the Telephone Consumer Protection Act, 47 U.S.C. § 227 (the "TCPA"), and alleges as follows:

NATURE OF THE ACTION

- 1. This is a putative class action brought under the TCPA.
- 2. Defendant is a retailer of custom-made menswear, including suits and other formalwear. To promote its services, Defendant deployed an unsolicited telemarketing campaign in an attempt to bolster its sales and increase its revenue.
- 3. Through this action, Plaintiff seeks injunctive relief to halt Defendant's illegal conduct, which has resulted in the invasion of privacy, harassment, aggravation, and disruption of the daily life of thousands of individuals. Plaintiff also seeks statutory damages on behalf of himself and members of the class, and any other available legal or equitable remedies.

PARTIES

- 4. Plaintiff is a natural person who, at all times material hereto, was a resident of Miami-Dade County, Florida.
- 5. Defendant Indochino is a Delaware corporation whose principal place of business is located in Vancouver, British Colombia. Indochino is authorized to conduct business in the State of Florida, and directs, markets, and transacts business throughout the State of Florida.

JURISDICTION AND VENUE

- 6. Jurisdiction is proper under 28 U.S.C. § 1331 as Plaintiff alleges violations of a federal statute. Jurisdiction is also proper under 28 U.S.C. § 1332(d)(2) because Plaintiff alleges a national class, which will result in at least one class member belonging to a different state than that of Defendants. Plaintiff seeks up to \$1,500 in damages for each call in violation of the TCPA, which, when aggregated amongst a proposed class numbering in the tens of thousands, or more, exceeds the \$5 million threshold for federal court jurisdiction under the Class Action Fairness Act ("CAFA"). Therefore, both the elements of diversity jurisdiction and CAFA jurisdiction are present.
- 7. Venue is proper in the United States District Court for the Southern District of Florida pursuant to 28 U.S.C. § 1391(b) and (c) because Defendants are deemed to reside in any judicial district in which it is subject to the court's personal jurisdiction, and because Defendants transact business and market their services within this district, thereby establishing sufficient contacts to subject it to personal jurisdiction. Further, Defendants' tortious conduct against Plaintiff occurred within the State of Florida and, on information and belief, Defendants have sent the same text messages complained of by Plaintiff to other individuals within this judicial district, such that some of Defendants' acts in making such calls have occurred within this district,

subjecting Defendants to jurisdiction in the State of Florida.

THE TCPA

- 8. The TCPA prohibits: (1) any person from calling a cellular telephone number; (2) using an automatic telephone dialing system; (3) without the recipient's prior express consent. 47 U.S.C. § 227(b)(1)(A).
- 9. The TCPA defines an "automatic telephone dialing system" ("ATDS") as "equipment that has the capacity (A) to store or produce telephone numbers to be called, using a random or sequential number generator; and (B) to dial such numbers." 47 U.S.C. § 227(a)(1).
- 10. In an action under the TCPA, a plaintiff must only show that the defendant "called a number assigned to a cellular telephone service using an automatic dialing system or prerecorded voice." *Breslow v. Wells Fargo Bank, N.A.*, 857 F. Supp. 2d 1316, 1319 (S.D. Fla. 2012), *aff'd*, 755 F.3d 1265 (11th Cir. 2014).
- and regulations implementing the TCPA. According to the FCC's findings, calls in violation of the TCPA are prohibited because, as Congress found, automated or prerecorded telephone calls are a greater nuisance and invasion of privacy than live solicitation calls, and such calls can be costly and inconvenient. The FCC also recognized that wireless customers are charged for incoming calls whether they pay in advance or after the minutes are used. *Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, CG Docket No. 02-278, Report and Order, 18 FCC Rcd 14014 (2003).
- 12. In 2012, the FCC issued an order tightening the restrictions for automated telemarketing calls, requiring "prior express *written* consent" for such calls to wireless numbers. See In the Matter of Rules & Regulations Implementing the Tel. Consumer Prot. Act of 1991, 27

F.C.C.R. 1830, 1838 ¶ 20 (Feb. 15, 2012) (emphasis supplied).

- 13. To obtain express written consent for telemarketing calls, a defendant must establish that it secured the plaintiff's signature in a form that gives the plaintiff a "clear and conspicuous disclosure' of the consequences of providing the requested consent....and having received this information, agrees unambiguously to receive such calls at a telephone number the [plaintiff] designates." *In re Rules & Regulations Implementing the Tel. Consumer Prot. Act of 1991*, 27 F.C.C.R. 1830, 1837 ¶ 18, 1838 ¶ 20, 1844 ¶ 33, 1857 ¶ 66, 1858 ¶ 71 (F.C.C. Feb. 15, 2012).
- 14. The TCPA regulations promulgated by the FCC define "telemarketing" as "the initiation of a telephone call or message for the purpose of encouraging the purchase or rental of, or investment in, property, goods, or services." 47 C.F.R. § 64.1200(f)(12). In determining whether a communication constitutes telemarketing, a court must evaluate the ultimate purpose of the communication. *See Golan v. Veritas Entm't, LLC*, 788 F.3d 814, 820 (8th Cir. 2015).
- 15. "Neither the TCPA nor its implementing regulations 'require an explicit mention of a good, product, or service' where the implication of an improper purpose is 'clear from the context." *Id.* (citing *Chesbro v. Best Buy Stores, L.P.*, 705 F.3d 913, 918 (9th Cir. 2012)).
- 16. "Telemarketing' occurs when the context of a call indicates that it was initiated and transmitted to a person for the purpose of promoting property, goods, or services." *Golan*, 788 F.3d at 820 (citing 47 C.F.R. § 64.1200(a)(2)(iii); 47 C.F.R. § 64.1200(f)(12); *In re Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, 18 F.C.C. Rcd at 14098 ¶ 141, 2003 WL 21517853, at *49).
- 17. The FCC has explained that calls motivated in part by the intent to sell property, goods, or services are considered telemarketing under the TCPA. *See In re Rules and Regulations*

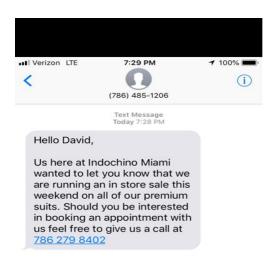
Implementing the Telephone Consumer Protection Act of 1991, 18 FCC Rcd. 14014, ¶¶ 139-142 (2003). This is true whether call recipients are encouraged to purchase, rent, or invest in property, goods, or services during the call *or in the future*. *Id*.

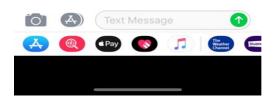
- 18. In other words, offers "that are part of an overall marketing campaign to sell property, goods, or services constitute" telemarketing under the TCPA. *See In re Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, 18 FCC Rcd. 14014, ¶ 136 (2003).
- 19. If a call is not deemed telemarketing, a defendant must nevertheless demonstrate that it obtained the plaintiff's prior express consent. *See In the Matter of Rules and Regulations Implementing the Tel. Consumer Prot. Act of 1991*, 30 FCC Rcd. 7961, 7991-92 (2015) (requiring express consent "for non-telemarketing and non-advertising calls").
- 20. Further, the FCC has issued rulings and clarified that consumers are entitled to the same consent-based protections for text messages as they are for calls to wireless numbers. *See Satterfield v. Simon & Schuster, Inc.*, 569 F.3d 946, 952 (9th Cir. 2009) (The FCC has determined that a text message falls within the meaning of "to make any call" in 47 U.S.C. § 227(b)(1)(A)); *Toney v. Quality Res., Inc.*, 2014 WL 6757978, at *3 (N.D. Ill. Dec. 1, 2014) (Defendant bears the burden of showing that it obtained Plaintiff's prior express consent before sending him the *text message*). (emphasis added).
- 21. As recently held by the United States Court of Appeals for the Ninth Circuit: "Unsolicited telemarketing phone calls or text messages, by their nature, invade the privacy and disturb the solitude of their recipients. A plaintiff alleging a violation under the TCPA 'need not allege any *additional* harm beyond the one Congress has identified." *Van Patten v. Vertical Fitness Grp.*, No. 14-55980, 2017 U.S. App. LEXIS 1591, at *12 (9th Cir. May 4, 2016) (quoting

Spokeo, Inc. v. Robins, 136 S. Ct. 1540, 1549 (2016) (emphasis original)).

FACTS

22. Beginning on or about November 1, 2018, Defendant sent the following telemarketing text message to Plaintiff's cellular telephone number ending in 3128 (the "3128 Number"):





- 23. Defendant's text messages were transmitted to Plaintiff's cellular telephone, and within the time frame relevant to this action.
- 24. Defendant's text messages constitute telemarketing because they encouraged the future purchase or investment in property, goods, or services—i.e., soliciting Plaintiff to book an appointment with an Indochino retail store in Miami, Florida and advertising sales for Indochino "premium suits."

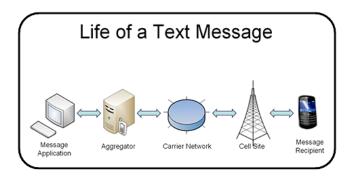
- 25. The information contained in the text message advertises Defendant's services, which Defendant sends to promote its business.
- 26. Plaintiff received the subject text message within this judicial district and, therefore, Defendant's violation of the TCPA occurred within this district. Upon information and belief, Defendant caused other text messages to be sent to individuals residing within this judicial district.
- 27. At no point in time did Plaintiff provide Defendant with his express written consent to be contacted using an ATDS.
- 28. Plaintiff is the subscriber and sole user of the 3128 Number, and is financially responsible for phone service to the 3128 Number.
- 29. The impersonal and generic nature of Defendant's text message demonstrates that Defendant utilized an ATDS in transmitting the messages.
- 30. The text messages originated from telephone number 786-485-1206, a number that, upon information and belief, is owned and operated by Defendant.
- 31. The number used by Defendant (786-485-1206) is known as a "long code," a standard 10-digit phone number that enabled Defendant to send SMS text messages *en masse*, while deceiving recipients into believing that the message was personalized and sent from a telephone number operated by an individual.
- 32. Long codes work as follows: Private companies known as SMS gateway providers have contractual arrangements with mobile carriers to transmit two-way SMS traffic. These SMS gateway providers send and receive SMS traffic to and from the mobile phone networks' SMS centers, which are responsible for relaying those messages to the intended mobile phone. This allows for the transmission of a large number of SMS messages to and from a long code.
 - 33. To send the text messages, Defendant used a messaging platform (the "Platform")

that permitted Defendant to transmit thousands of automated text messages without any human involvement.

- 34. The Platform has the capacity to store telephone numbers, which capacity was in fact utilized by Defendant.
- 35. The Platform has the capacity to generate sequential numbers, which capacity was in fact utilized by Defendant.
- 36. The Platform has the capacity to dial numbers in sequential order, which capacity was in fact utilized by Defendant.
- 37. The Platform has the capacity to dial numbers from a list of numbers, which capacity was in fact utilized by Defendant.
- 38. The Platform has the capacity to dial numbers without human intervention, which capacity was in fact utilized by Defendant.
- 39. The Platform has the capacity to schedule the time and date for future transmission of text messages, which occurs without any human involvement.
- 40. To transmit the messages at issue, the Platform automatically executed the following steps:
 - a. The Platform retrieved each telephone number from a list of numbers in the sequential order the numbers were listed;
 - b. The Platform then generated each number in the sequential order listed and combined each number with the content of Defendant's message to create "packets" consisting of one telephone number and the message content;
 - c. Each packet was then transmitted in the sequential order listed to an SMS aggregator, which acts an intermediary between the Platform, mobile carriers (e.g. AT&T), and consumers.
 - d. Upon receipt of each packet, the SMS aggregator transmitted each packet automatically and with no human intervention to the respective mobile carrier for the telephone number, again in the sequential order listed by Defendant.

Each mobile carrier then sent the message to its customer's mobile telephone.

- 41. The above execution these instructions occurred seamlessly, with no human intervention, and almost instantaneously. Indeed, the Platform is capable of transmitting thousands of text messages following the above steps in minutes, if not less.
- 42. Further, the Platform "throttles" the transmission of the text messages depending on feedback it receives from the mobile carrier networks. In other words, the platform controls how quickly messages are transmitted depending on network congestion. The platform performs this throttling function automatically and does not allow a human to control the function.
- 43. The following graphic summarizes the above steps and demonstrates that the dialing of the text messages at issue was done by the Platform automatically and without any human intervention:



44. Defendant's unsolicited text messages caused Plaintiff actual harm, including invasion of his privacy, aggravation, annoyance, intrusion on seclusion, trespass, and conversion. Defendant's text messages also inconvenienced Plaintiff and caused disruption to his daily life.

CLASS ALLEGATIONS

PROPOSED CLASS

45. Plaintiff brings this case as a class action pursuant to Federal Rule of Civil Procedure 23, on behalf of himself and all others similarly situated.

46. Plaintiff brings this case on behalf of a Class defined as follows:

All persons within the United States who, within the four years prior to the filing of this Complaint, were sent a text message from Defendant, or anyone on Defendant's behalf, to said person's cellular telephone number, advertising Defendant's services, using the same type of equipment used to text message Plaintiff.

47. Defendant and its employees or agents are excluded from the Class. Plaintiff does not know the number of members in the Class but believes the Class members number in the several thousands, if not more.

NUMEROSITY

- 48. Upon information and belief, Defendant has placed automated and/or prerecorded calls to cellular telephone numbers belonging to thousands of consumers throughout the United States without their prior express consent. The members of the Class, therefore, are believed to be so numerous that joinder of all members is impracticable.
- 49. The exact number and identities of the Class members are unknown at this time and can only be ascertained through discovery. Identification of the Class members is a matter capable of ministerial determination from Defendant's call records.

COMMON QUESTIONS OF LAW AND FACT

- 50. There are numerous questions of law and fact common to the Class which predominate over any questions affecting only individual members of the Class. Among the questions of law and fact common to the Class are:
 - (1) Whether Defendant made non-emergency calls to Plaintiff's and Class members' cellular telephones using an ATDS;
 - (2) Whether Defendant can meet its burden of showing that it obtained prior express written consent to make such calls;

- (3) Whether Defendant's conduct was knowing and willful;
- (4) Whether Defendant is liable for damages, and the amount of such damages; and
- (5) Whether Defendant should be enjoined from such conduct in the future.
- 51. The common questions in this case are capable of having common answers. If Plaintiff's claim that Defendant routinely transmits text messages to telephone numbers assigned to cellular telephone services is accurate, Plaintiff and the Class members will have identical claims capable of being efficiently adjudicated and administered in this case.

TYPICALITY

52. Plaintiff's claims are typical of the claims of the Class members, as they are all based on the same factual and legal theories.

PROTECTING THE INTERESTS OF THE CLASS MEMBERS

53. Plaintiff is a representative who will fully and adequately assert and protect the interests of the Class and has retained competent counsel. Accordingly, Plaintiff is an adequate representative and will fairly and adequately protect the interests of the Class.

PROCEEDING VIA CLASS ACTION IS SUPERIOR AND ADVISABLE

54. A class action is superior to all other available methods for the fair and efficient adjudication of this lawsuit, because individual litigation of the claims of all members of the Class is economically unfeasible and procedurally impracticable. While the aggregate damages sustained by the Class are in the millions of dollars, the individual damages incurred by each member of the Class resulting from Defendant's wrongful conduct are too small to warrant the expense of individual lawsuits. The likelihood of individual Class members prosecuting their own separate claims is remote, and, even if every member of the Class could afford individual litigation, the

court system would be unduly burdened by individual litigation of such cases.

55. The prosecution of separate actions by members of the Class would create a risk of establishing inconsistent rulings and/or incompatible standards of conduct for Defendant. For example, one court might enjoin Defendant from performing the challenged acts, whereas another may not. Additionally, individual actions may be dispositive of the interests of the Class, although certain class members are not parties to such actions.

COUNT I

Violations of the TCPA, 47 U.S.C. § 227(b) (On Behalf of Plaintiff and the Putative Class)

- 56. Plaintiff re-alleges and incorporates the foregoing allegations as if fully set forth herein.
- 57. It is a violation of the TCPA to make "any call (other than a call made for emergency purposes or made with the prior express consent of the called party) using any automatic telephone dialing system ... to any telephone number assigned to a ... cellular telephone service" 47 U.S.C. § 227(b)(1)(A)(iii).
- 58. Defendant—or third parties directed by Defendant—used equipment having the capacity to dial numbers automatically from a list of numbers without human intervention to make non-emergency telephone calls to the cellular telephones of Plaintiff and the other members of the Class defined below.
- 59. The subject text messages were made without regard to whether or not Defendant first obtained express permission from the called party to send such messages. In fact, Defendant did not have prior express consent to transmit text messages to the cellular phones of Plaintiff and the other members of the putative Class when the text message were sent.
 - 60. Defendant has violated § 227(b)(1)(A)(iii) of the TCPA by using an automatic

telephone dialing system to transmit non-emergency telephone calls (or text messages) to the cell phones of Plaintiff and the other members of the putative Class without their prior express written consent.

- 61. Defendant knew that it did not have prior express consent to transmit these text messages, and knew or should have known that it was using equipment that at constituted an automatic telephone dialing system. The violations were therefore willful or knowing.
- 62. As a result of Defendant's conduct and pursuant to § 227(b)(3) of the TCPA, Plaintiff and the other members of the putative Class were harmed and are each entitled to a minimum of \$500.00 in damages for each violation. Plaintiff and the putative Class are also entitled to an injunction against future calls and text messages. *Id*.

WHEREFORE, Plaintiff, on behalf of himself and the members of the putative Class, pray for the following relief:

- a. A declaration that Defendant's practices described herein violate the Telephone Consumer Protection Act, 47 U.S.C. § 227;
- b. An injunction prohibiting Defendant from using an automatic telephone dialing system to transmit text messages to telephone numbers assigned to cellular telephones without the prior express permission of the called party;
- c. An award of actual and statutory damages; and
- d. Such further and other relief the Court deems reasonable and just.

COUNT II

Knowing and/or Willful Violation of the TCPA, 47 U.S.C. § 227(b) (On Behalf of Plaintiff and the Putative Class)

- 63. Plaintiff re-alleges and incorporates paragraphs 1-55 as if fully set forth herein.
- 64. At all times relevant, Defendant knew or should have known that its conduct as alleged herein violated the TCPA.
 - 65. Defendant knew that it did not have prior express consent to make these calls and

knew or should have known that its conduct was a violation of the TCPA.

- 66. Because Defendant knew or should have known that Plaintiff and Class Members had not given prior express consent to receive its autodialed calls, the Court should treble the amount of statutory damages available to Plaintiff and the other members of the putative Class pursuant to § 227(b)(3) of the TCPA.
- 67. As a result of Defendant's violations, Plaintiff and the Class Members are entitled to an award of \$1,500.00 in statutory damages, for each and every violation, pursuant to 47 U.S.C. § 227(b)(3)(B) and 47 U.S.C. § 227(b)(3)(C).

WHEREFORE, Plaintiff, on behalf of himself and the other members of the Class, pray for the following relief:

- a. A declaration that Defendant's practices described herein violate the Telephone Consumer Protection Act, 47 U.S.C. § 227;
- b. An injunction prohibiting Defendant from using an automatic telephone dialing system to call and text message telephone numbers assigned to cellular telephones without the prior express permission of the called party;
- c. An award of actual and statutory damages; and
- d. Such further and other relief the Court deems reasonable and just.

JURY DEMAND

Plaintiff hereby demand a trial by jury on all issues so triable.

Dated: August 20, 2019 Respectfully submitted,

By: /S/Andrew J. Shamis

SHAMIS & GENTILE, P.A.

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Tel: 305-975-3320

Counsel for Plaintiff

JS 44 (Rev. 08/18)

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 NEXT PAGE OF THIS FORM.)

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David Borg, individually and on behalf of all others similarly situated				Indochino Apparel US, Inc.					
(b) County of Residence of First Listed Plaintiff Miami-Dade County (EXCEPT IN U.S. PLAINTIFF CASES)			, FL	County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.			, DE		
(c) Attorneys (Firm Name, Ashamis & Gentile, P.A. 14 NE 1st Ave, STE 1209 (305) 479-2299)		Attorneys (If Known)					
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VI. CAUSE OF ACTION COMPLAINT: VIII. RELATED CASION STATEMENT STAT	Cite the U.S. Civil Star Telephone Consu Brief description of ca This is a putative CHECK IF THIS UNDER RULE 2:	Appellate Court tute under which you a imer Protection Ac use: class action pursua IS A CLASS ACTION 3, F.R.Cv.P.	re filing (1 t, 47 U.S ant to th	pened Anothe (specify)	mer Protect CF JU	tion Act, 47 U. HECK YES only RY DEMAND:	.S.C. § 227		on - le
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IN THE UNITED STATES DISTRICT COURT FOR THE SOUTHERN DISTRICT OF FLORIDA

DAVID BORG, individually and on behalf of all others similarly situated,	Case No.
Plaintiff,	CLASS ACTION
v.	<u>SUMMONS</u>
INDOCHINO APPAREL US INC., a Delaware corporation,	
Defendant.	
SUMMONS IN A C	IVIL ACTION
To: (Defendant's name and address) Indochino Apparel US Inc. Registered Agent: Capitol Corporate Services, Inc. 515 East Park Avenue 2 nd floor Tallahassee, FL 32301 A lawsuit has been filed against you.	
Within 21 days after service of this summons on you (rare the United States or a United States agency, or an officer or P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer the Federal Rules of Civil Procedure. The answer or motion mounts whose name and address are: Shamis & Gentile, P.A. Andrew J. Shamis, Esq. 14 NE 1st Ave, STE 1205 Miami, FL 33132 305-479-2299	to the attached complaint or a motion under Rule 12 of
If you fail to respond, judgment by default will be enter You also must file your answer or motion with the court.	red against you for the relief demanded in the complaint.
	CLERK OF COURT
Date:	Signature of Clerk or Deputy Clerk

PROOF OF SERVICE

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

was received by me on (date)		
I personally served the summons on the individual at (pla	ce)	
On(date)	:or	
I left the summons at the individual's residence or usual j, a person of suitable age and discretion wh		ne)
on (date), and mailed a copy to	the individual's last kno	own address; or
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☐ I returned the summons unexecuted because		; or
I declare under penalty of perjury that this information is true.		
Data		
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ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Indochino Named in TCPA Class Action Over Allegedly Unsolicited Robo-Text Messages</u>