#### **BARSHAY SANDERS, PLLC**

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Attorneys for Plaintiff
Our File No.: 112545

## UNITED STATES DISTRICT COURT EASTERN DISTRICT OF NEW YORK

Jennifer Carall, individually and on behalf of all others similarly situated,

Plaintiff,

VS.

The CBE Group, Inc.,

Defendant.

Docket No:

#### **CLASS ACTION COMPLAINT**

JURY TRIAL DEMANDED

Jennifer Carall, individually and on behalf of all others similarly situated (hereinafter referred to as "*Plaintiff*"), by and through the undersigned counsel, complains, states and alleges against The CBE Group, Inc. (hereinafter referred to as "*Defendant*"), as follows:

#### **INTRODUCTION**

1. This action seeks to recover for violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692, *et seq.* ("FDCPA").

#### **JURISDICTION AND VENUE**

- 2. This Court has federal subject matter jurisdiction pursuant to 28 U.S.C. § 1331 and 15 U.S.C. § 1692k(d).
- 3. Venue is proper under 28 U.S.C. § 1391(b) because a substantial part of the events or omissions giving rise to the claim occurred in this Judicial District.
- 4. At all relevant times, Defendant conducted business within the State of New York.

#### **PARTIES**

- 5. Plaintiff Jennifer Carall is an individual who is a citizen of the State of New York residing in Suffolk County, New York.
  - 6. Plaintiff is a "consumer" as defined by 15 U.S.C. § 1692a(3).
- 7. On information and belief, Defendant The CBE Group, Inc., is an Iowa Corporation with a principal place of business in Black Hawk County, Iowa.
- 8. Defendant is regularly engaged, for profit, in the collection of debts allegedly owed by consumers.
  - 9. Defendant is a "debt collector" as defined by 15 U.S.C. § 1692a(6).

#### **ALLEGATIONS**

- 10. Defendant alleges Plaintiff owes a debt ("the Debt").
- 11. The Debt was primarily for personal, family or household purposes and is therefore a "debt" as defined by 15 U.S.C. § 1692a(5).
- 12. Sometime after the incurrence of the Debt, Plaintiff fell behind on payments owed.
- 13. Thereafter, at an exact time known only to Defendant, the Debt was assigned or otherwise transferred to Defendant for collection.
- 14. In its efforts to collect the debt, Defendant contacted Plaintiff by letter ("the Letter") dated June 17, 2016. ("Exhibit 1.")
  - 15. The Letter was the initial communication Plaintiff received from Defendant.
  - 16. The Letter is a "communication" as defined by 15 U.S.C. § 1692a(2).
- 17. 15 U.S.C. § 1692g provides that within five days after the initial communication with a consumer in connection with the collection of any debt, a debt collector shall, unless the information is contained in the initial communication or the consumer has paid the debt, send the consumer a written notice containing certain enumerated information.
- 18. 15 U.S.C. § 1692g(a)(1) requires the written notice provide "the amount of the debt."
- 19. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must convey the amount of the debt clearly from the perspective of the least sophisticated consumer.
  - 20. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must convey the

amount of the debt accurately from the perspective of the least sophisticated consumer.

- 21. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must convey the amount of the debt without ambiguity from the perspective of the least sophisticated consumer.
- 22. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must state whether collection fees are accruing.
- 23. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must allow the least sophisticated consumer to determine the minimum amount he or she owes at the time of the notice.
- 24. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must allow the least sophisticated consumer to determine what he or she will need to pay to resolve the debt at any given moment in the future.
- 25. The written notice, to comply with 15 U.S.C. § 1692g(a)(1), must contain an explanation, understandable by the least sophisticated consumer, of any fees that may cause the balance to increase at any time in the future.
- 26. The failure to include the foregoing information renders an otherwise accurate statement of the "amount of the debt" violative of 15 U.S.C. § 1692g(a)(1).
  - 27. The Letter states "Collection Fees" of \$116.83.
- 28. The Letter fails to provide information that would allow Plaintiff to determine what Plaintiff will need to pay to resolve the debt at any given moment in the future.
- 29. The Letter fails to provide information that would allow the least sophisticated consumer to determine what he or she will need to pay to resolve the debt at any given moment in the future.
- 30. The Letter fails to provide information that would allow the least sophisticated consumer to determine the amount of collection fees owed.
- 31. For instance, the Letter fails to indicate the date such collection fees will be added.
- 32. For instance, the Letter fails to indicate the amount of collection fees during any measurable period.
- 33. The Letter fails to contain an explanation, understandable by the least sophisticated consumer, of any collection fees that may cause the amount stated to increase in the future.

- 34. The Letter fails to state whether collection fees are accruing.
- 35. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine the minimum amount owed at the time of the Letter.
- 36. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine what she will need to pay to resolve the debt at any given moment in the future.
- 37. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine the amount of his or her debt.
- 38. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine the amount of her debt because the consumer would not know whether collection fees would continue to accrue, or whether the amount of the debt was static.
- 39. The Letter, because of the aforementioned failures, did not convey "the amount of the debt" clearly from the perspective of the least sophisticated consumer.
- 40. The Letter, because of the aforementioned failures, did not convey "the amount of the debt" accurately from the perspective of the least sophisticated consumer.
- 41. The Letter, because of the aforementioned failures, did not convey "the amount of the debt" without ambiguity from the perspective of the least sophisticated consumer.
- 42. The Letter, because of the aforementioned failures, renders the statement of the amount of the debt, even if otherwise accurate, violative of 15 U.S.C. § 1692g(a)(1).
- 43. The Letter, because of the aforementioned failures, did not adequately set forth "the amount of the debt" as required by 15 U.S.C. § 1692g.
  - 44. The Letter, because of the aforementioned failures, violates 15 U.S.C. § 1692g.
- 45. The Letter fails to disclose whether the amount stated may increase due to additional late fees.
- 46. The Letter fails to indicate whether the creditor will accept payment of the amount stated in full satisfaction of the debt if payment is made by a specified date.
- 47. A collection letter violates 15 U.S.C. § 1692e if it can reasonably be read by the least sophisticated consumer to have two or more meanings, one of which is inaccurate.
- 48. The Letter, because of the aforementioned failures, and because interest and late fees were always charged on the account and Plaintiff was never informed by anyone that interest

and late fees would no longer be applied, can reasonably be read by the least sophisticated consumer to mean that collection fees were still accruing.

- 49. The Letter could also reasonably be read by the least sophisticated consumer to mean that collection fees were no longer accruing.
- 50. The Letter could reasonably be read by the least sophisticated consumer to mean that the debt could be satisfied in full by payment of the amount stated.
- 51. The Letter could reasonably be read by the least sophisticated consumer to mean that the debt could be satisfied in full by payment of the amount stated at any time after receipt of the Letter.
- 52. The Letter could also reasonably be read by the least sophisticated consumer to mean that the amount stated was accurate only on the date of the Letter because of the continued accumulation of collection fees.
- 53. Because the Letter can reasonably be read by the least sophisticated consumer to have two or more meanings, one of which is inaccurate, as described, it is deceptive under 15 U.S.C. § 1692e.
  - 54. For these reasons, Defendant violated 15 U.S.C. § 1692e.

#### **CLASS ALLEGATIONS**

- 55. Plaintiff brings this action individually and as a class action on behalf of all persons similarly situated in the State of New York from whom Defendant attempted to collect a consumer debt using a collection letter that provides for "collection fees," from one year before the date of this Complaint to the present.
- 56. This action seeks a finding that Defendant's conduct violates the FDCPA, and asks that the Court award damages as authorized by 15 U.S.C. § 1692k.
  - 57. Defendant regularly engages in debt collection.
- 58. The Class consists of more than 35 persons from whom Defendant attempted to collect delinquent consumer debts using a collection letter that provides for "collection fees."
- 59. Plaintiff's claims are typical of the claims of the Class. Common questions of law or fact raised by this class action complaint affect all members of the Class and predominate over any individual issues. Common relief is therefore sought on behalf of all members of the Class. This class action is superior to other available methods for the fair and efficient adjudication of

this controversy.

- 60. The prosecution of separate actions by individual members of the Class would create a risk of inconsistent or varying adjudications with respect to the individual members of the Class, and a risk that any adjudications with respect to individual members of the Class would, as a practical matter, either be dispositive of the interests of other members of the Class not party to the adjudication, or substantially impair or impede their ability to protect their interests. Defendant has acted in a manner applicable to the Class as a whole such that declaratory relief is warranted.
- 61. Plaintiff will fairly and adequately protect and represent the interests of the Class. The management of the class action proposed is not extraordinarily difficult, and the factual and legal issues raised by this class action complaint will not require extended contact with the members of the Class, because Defendant's conduct was perpetrated on all members of the Class and will be established by common proof. Moreover, Plaintiff has retained counsel experienced in actions brought under consumer protection laws.

#### **JURY DEMAND**

62. Plaintiff hereby demands a trial of this action by jury.

#### **PRAYER FOR RELIEF**

**WHEREFORE**, Plaintiff respectfully requests judgment as follows:

- a. Certify this action as a class action; and
- b. Appoint Plaintiff as Class Representative of the Class, and Plaintiff's attorneys as Class Counsel; and
- c. Find that Defendant's actions violate the FDCPA; and
- d. Grant damages against Defendant pursuant to 15 U.S.C. § 1692k; and
- e. Grant Plaintiff's attorneys' fees pursuant to 15 U.S.C. § 1692k; and
- f. Grant Plaintiff's costs; together with
- g. Such other relief that the Court determines is just and proper.

DATED: June 14, 2017

## **BARSHAY SANDERS, PLLC**

By: \_/s/ Craig B. Sanders \_

Craig B. Sanders, Esq. 100 Garden City Plaza, Suite 500 Garden City, New York 11530

Tel: (516) 203-7600 Fax: (516) 706-5055

cs anders @barshays anders.com

Attorneys for Plaintiff
Our File No.: 112545



ie 2:17:e പ്രിദ്യൂട്ടി Document 1-1 1309 Technology Pkwy, Cedar Falls, IA 50613 7:00 a.m. - 10:00 p.m. CT Monday-Friday Saturday 8:00 a.m. - 12:00 p.m. CST

Regarding: Verizon Wireless **Account Number:** 

Call:

0001

854

(855)722-9161

CS Number: Reference Number: 0180

> Principal: \$649.07 Collection Fees: \$116.83

> > Balance: \$765.90

06/17/16

Dear Jennifer L Carall:

Our client, Verizon Wireless, indicates that your balance of \$765.90 is past due. If you would like to clear this matter up, please take this opportunity to pay your account through one of the payment options below.



Pay Online -Account resolution the easy way:

Login to your account at www.paycbegroup.com to quickly and easily pay your balance in full or setup payment arrangements.

Disconnect Date	Service/Equipment	Amount	Collection Fees	Total Due			
01/17/16	SERVICE AMOUNT	\$649.07	\$116.83	\$765.90			
	1	1					
		Total Amount Due: \$765 90					

Service Address: 34 LOCUST DR BAY SHORE, NY 11706-2114

Unless you notify this office within thirty (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 thirty (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 this office in writing within thirty (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.

The CBE Group, Inc. mailing address Po Box 2635, Waterloo, IA 50704-2635

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

NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION.

PLEASE DETACH AND RETURN LOWER PORTION WITH ENCLOSED ENVELOPE

29\_CDCBEG04\_0180

PO BOX 2635 WATERLOO, IA 50704-2635 CHANGE SERVICE REQUESTED

155163220 Jennifer L Carall 34 Locust Dr Bay Shore NY 11706-2114

IF PAYING BY CREDITICEBIT, FILL OUT BELOW CHIDHINES SELECT CARD USING FOR PAYMENT SKINATURE ACCT#: 058260560100001 CS #:21-64921854 REF #: 0180 DATE: 06/17/16

CALL: (855)722-9161 2164921854-1-4000055-22662569

THE CBE GROUP, INC.

Case 2:17-cv-03678 Document 1-1 Filed 06/19/17 Page 2 of 2 PageID #: 9
TO ALL CONSUMERS – Notice about Electronic Check Conversion: 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. Also, you authorize us to represent a check as an electronic fund transfer from your account if your payment is returned unpaid.

Please be aware of the following rights. This list does not contain a complete list of the rights consumers have under state and federal law.

New York: Debt collectors, in accordance with the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seg., are prohibited from engaging in abusive, deceptive, and unfair debt collection efforts, including but not limited to:

- (i) the use or threat of violence;
- (ii) the use of obscene or profane language; and
- (iii) repeated phone calls made with the intent to annoy, abuse, or harass.

If a creditor or debt collector receives a money judgment against you in court, state and federal laws may prevent the following types of income from being taken to pay the debt:

- 1. Supplemental security income, (SSI);
- 2. Social security;
- 3. Public assistance (welfare);
- 4. Spousal support, maintenance (alimony) or child support;
- 5. Unemployment benefits;
- 6. Disability benefits;
- 7. Workers' compensation benefits;
- 8. Public or private pensions;
- 9. Veterans' benefits;
- 10. Federal student loans, federal student grants, and federal work study funds; and
- 11. Ninety percent of your wages or salary earned in the last sixty days.

New York City Borough Residents: Department of Consumer Affairs, City of New York, License # 1080974. Please contact Greg Brandt at the number listed on the front of this letter regarding this matter.

The JS 44 civil cover sheet and provided by local rules of court purpose of initiating the civil do	the information contained I . This form, approved by the ocket sheet. (SEE INSTRUC	herein neither replace nor s ne Judicial Conference of th CTIONS ON NEXT PAGE (	suppleme he United <i>OF THIS</i>	ent the filing and ser d States in Septembe S FORM.)	vice o er 197	of pleadings or other papers (4, is required for the use of	as required by la the Clerk of Cou	w, exce art for th	ept as ne
I. (a) PLAINTIFFS				DEFENDANT	S				
JENNIFER CARALL  (b) County of Residence of First Listed Plaintiff SUFFOLK  (EXCEPT IN U.S. PLAINTIFF CASES)				THE CBE GROUP, INC.					
				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.					
(c) Attorneys (Firm Name, A BARSHAY SAND 100 Garden City P (516) 203-7600	•			Attorneys (If Know	vn)				
II. BASIS OF JURISDI	CTION (Place on "Y" in t	One Roy Only)	II CIT	TIZENSHIP OF	' PR	INCIPAL PARTIES	(Place on "Y" in (	na Roy fa	or Plaintiff
O 1 U.S. Government Plaintiff	• 3 Federal Question (U.S. Government)		(For Di	iversity Cases Only)  In of This State	PTF O 1		and One Bo		ndant) <b>DEF</b>
O 2 U.S. Government Defendant	O 4 Diversity (Indicate Citizenshi	ip of Parties in Item III)	Citizer	n of Another State	O 2	O 2 Incorporated and I of Business In A	•	O 5	O 5
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O 110 Insurance O 120 Marine O 130 Miller Act O 140 Negotiable Instrument O 150 Recovery of Overpayment & Enforcement of Judgment O 151 Medicare Act O 152 Recovery of Defaulted Student Loans (Excludes Veterans) O 153 Recovery of Overpayment of Veteran's Benefits O 160 Stockholders' Suits O 190 Other Contract O 195 Contract Product Liability O 196 Franchise  REAL PROPERTY O 210 Land Condemnation O 220 Foreclosure O 230 Rent Lease & Ejectment O 240 Torts to Land O 245 Tort Product Liability O 290 All Other Real Property	Slander O 330 Federal Employers' Liability O 340 Marine O 345 Marine Product Liability O 350 Motor Vehicle O 355 Motor Vehicle Product Liability O 360 Other Personal Injury O 362 Personal Injury - Medical Malpractice CIVIL RIGHTS O 440 Other Civil Rights O 441 Voting O 442 Employment O 443 Housing/ Accommodations O 445 Amer. w/Disabilities - Employment O 446 Amer. w/Disabilities - Other O 448 Education	PERSONAL INJURY O 365 Personal Injury - Product Liability O 367 Health Care/ Pharmaceutical Personal Injury Product Liability O 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY O 370 Other Fraud O 371 Truth in Lending O 380 Other Personal Property Damage O 385 Property Damage Product Liability PRISONER PETITIONS Habeas Corpus: O 463 Alien Detainee O 510 Motions to Vacate Sentence O 530 General O 535 Death Penalty Other: O 540 Mandamus & Other O 550 Civil Rights O 555 Prison Condition O 560 Civil Detainee Conditions of Confinement	7 O 625 1 O 690 1 O 710 1 O 720 1 O 751 1 O 790 0 O 791 1	Drug Related Seizure o Property 21 USC 881 Other  LABOR	f CCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCCC	D 422 Appeal 28 USC 158 D 423 Withdrawal 28 USC 157  PROPERTY RIGHTS D 820 Copyrights D 830 Patent D 840 Trademark  SOCIAL SECURITY D 861 HIA (1395ff) D 862 Black Lung (923) D 863 DIWC/DIWW (405(g)) D 864 SSID Title XVI D 865 RSI (405(g))  FEDERAL TAX SUITS D 870 Taxes (U.S. Plaintiff or Defendant) D 871 IRS—Third Party 26 USC 7609	• 480 Consum O 490 Cable/S O 850 Securitie Exchan O 890 Other St O 891 Agricult O 893 Environ O 895 Freedom Act O 896 Arbitrat O 899 Adminis Act/Rev	apportion t and Banki rce tion er Influer Organiz er Credit at TV s/Comm ge atutory A ural Act mental M a of Infor ion trative Pr view or A Decision tionality	nment ng aced and ations codities/ Actions s fatters mation rocedure appeal of n
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VI. CAUSE OF ACTIO		use.		o not cite jurisdictional		violation 15 USC	81092		
VII. REQUESTED IN COMPLAINT:  • CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P.			DE			CHECK YES on JURY DEMAND:	only if demanded in complaint: <b>D:</b> ◆ Yes ○ No		
VIII. RELATED CASE IF ANY	$S(\mathbf{S})$	(See Instructions) JUDGE				DOCKET NUMBER_			
DATE June 14, 2017		signature of atto /s Crai		record Sanders					
FOR OFFICE USE ONLY  RECEIPT # AM	IOUNT	APPLYING IFP		JUDGE	Ξ	MAG. JU	DGE		

### CERTIFICATION OF ARBITRATION ELIGIBILITY

Local Arbitration Rule 83.10 provides that with certain exceptions, actions seeking money damages only in an amount not in excess of \$150,000, exclusive of interest and costs, are eligible for compulsory arbitration. The amount of damages is presumed to be below the threshold amount unless a certification to the contrary is filed.

I, <u>Craig B. Sanders</u> , counsel for <u>Plaintiff</u> , do hereby certify that the above captioned civil action is ineligible for compulsory arbitration for the following reason(s):
☐ monetary damages sought are in excess of \$150,000, exclusive of interest and costs,
☐ the complaint seeks injunctive relief,
☐ the matter is otherwise ineligible for the following reason
DISCLOSURE STATEMENT - FEDERAL RULES CIVIL PROCEDURE 7.1
Identify any parent corporation and any publicly held corporation that owns 10% or more or its stocks:
RELATED CASE STATEMENT (Section VIII on the Front of this Form)
Please list all cases that are arguably related pursuant to Division of Business Rule 50.3.1 in Section VIII on the front of this form. Rule 50.3.1 (a) provides that "A civil case is "related" to another civil case for purposes of this guideline when, because of the similarity of facts and legal issues or because the cases arise from the same transactions or events, a substantial saving of judicial resources is likely to result from assigning both cases to the same judge and magistrate judge." Rule 50.3.1 (b) provides that "A civil case shall not be deemed "related" to another civil case merely because the civil case: (A) involves identical legal issues, or (B) involves the same parties." Rule 50.3.1 (c) further provides that "Presumptively, and subject to the power of a judge to determine otherwise pursuant to paragraph (d), civil cases shall not be deemed to be "related" unless both cases are still pending before the court."
NY-E DIVISION OF BUSINESS RULE 50.1(d)(2)
<ol> <li>Is the civil action being filed in the Eastern District removed from a New York State Court located in Nassau or Suffolk County: NO</li> </ol>
<ol> <li>If you answered "no" above:</li> <li>a) Did the events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in Nassau or Suffolk County? <a href="YES">YES</a></li> </ol>
b) Did the events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in the Eastern District? YES
If your answer to question 2 (b) is "No," does the defendant (or a majority of the defendants, if there is more than one) reside in Nassau or Suffolk County, or, in an interpleader action, does the claimant (or a majority of the claimants, if there is more than one) reside in Nassau or Suffolk County?
(Note: A corporation shall be considered a resident of the County in which it has the most significant contacts).
BAR ADMISSION
I am currently admitted in the Eastern District of New York and currently a member in good standing of the bar of this court.  Yes  No
Are you currently the subject of any disciplinary action (s) in this or any other state or federal court?  ☐ Yes (If yes, please explain) ■ No
I certify the accuracy of all information provided above.

Signature: <u>/s Craig B. Sanders</u>

Date: \_\_\_\_\_

## **UNITED STATES DISTRICT COURT**

for the

for the	
EASTERN DISTRICT OF NEW YORK	
Jennifer Carall, individually and on behalf of all others similarly situated   Plaintiff(s)  V.  The CBE Group, Inc.  Defendant(s)  )  Civil Action No.  Defendant(s)	
SUMMONS IN A CIVIL ACTION	
To: (Defendant's name and address) The CBE Group, Inc. 1309 Technology Pkwy Cedar Falls, Iowa 50613  A lawsuit has been filed against you.  Within 21 days after service of this summons on you (not counting the day you received it) 60 days if you are the United States, or a United States agency, or an officer or employee of the Un 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 motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:  BARSHAY SANDERS PLLC 100 GARDEN CITY PLAZA, SUITE 500 GARDEN CITY, NY 11530	nited ne
If you fail to respond, judgment by default will be entered against you for the relief demand the complaint. You also must file your answer or motion with the court.	ded in
CLERK OF COURT	

Signature of Clerk or Deputy Clerk

# **ClassAction.org**

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <a href="NY Woman Sues The CBE Group Over Debt Collection Letter">NY Woman Sues The CBE Group Over Debt Collection Letter</a>