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1 2 3 4 5 6 7	Russell S. Thompson IV (029098) Joseph Panvini (028359) Thompson Consumer Law Group, PLLC 5235 E. Southern Ave., D106-618 Mesa, AZ 85206 Telephone: (602) 388-8898 Facsimile: (866) 317-2674 rthompson@ThompsonConsumerLaw.com Attorneys for Plaintiff UNITED STATES DISTRICT COURT
8 9	FOR THE DISTRICT OF ARIZONA
9	Neftali Oliva Cisneros, on behalf of himself) Case No. and all others similarly situated,
11	 CLASS ACTION COMPLAINT AND Plaintiff, TRIAL BY JURY DEMAND
12)
13 14	VS.))
15	Midland Credit Management, Inc. and) Midland Funding, LLC,
16) Defendants.
17 18	NATURE OF ACTION
18	1. Plaintiff Neftali Oliva Cisneros ("Plaintiff") brings this class action on behalf
20	
21	of himself and all others similarly situated against Defendants Midland Credit
22	Management, Inc. ("MCM") and Midland Funding, LLC ("Midland Funding")
23 24	(collectively, "Defendants") pursuant to the Fair Debt Collection Practices Act
25	("FDCPA"), 15 U.S.C. § 1692 et seq.
26	JURISDICTION, VENUE, AND STANDING
27	2. This Court has jurisdiction pursuant to 15 U.S.C. § 1692k(d) and 28 U.S.C.
28	§ 1331.
	Complaint - 1

3. Venue is proper before this Court pursuant to 28 U.S.C. § 1391(b), where the
 acts and transactions giving rise to Plaintiff's action occurred in this district, where Plaintiff
 resides in this district, and where Defendants transact business in this district.

4. Congress is "well positioned to identify intangible harms that meet minimum
Article III requirements," thus "Congress may 'elevat[e] to the status of legally cognizable
injuries concrete, *de facto* injuries that were previously inadequate in law." *Spokeo, Inc. v. Robins*, 136 S. Ct. 1540, 1549, 194 L. Ed. 2d 635 (2016) (quoting *Lujan v. Defs of*Wildlife, 504 U.S. 555, 578 (1992)).

5. "Without the protections of the FDCPA, Congress determined, the 12 '[e]xisting laws and procedures for redressing these injuries are inadequate to protect 13 14 consumers." Lane v. Bayview Loan Servicing, LLC, No. 15 C 10446, 2016 WL 3671467, 15 at *3 (N.D. Ill. July 11, 2016) (quoting 15 U.S.C. § 1692(b)). Thus, a debt collector's 16 breach of a right afforded a consumer under the FDCPA causes an injury in fact for Article 17 18 III standing, even where the harm may be intangible. See id.; Church v. Accretive Health, 19 Inc., 654 F. App'x 990, 995 (11th Cir. 2016).

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THE FAIR DEBT COLLECTION PRACTICES ACT

6. Congress enacted the FDCPA in order to eliminate "abusive debt collection practices by debt collectors [and] to insure that those debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged." *Clark v. Capital Credit & Collection Servs., Inc.*, 460 F.3d 1162, 1179-80 (9th Cir. 2006) (citing 15 U.S.C.
§ 1692(e)).

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1 7. To protect consumers and ensure compliance by debt collectors, "the FDCPA is a strict liability statute." McCollough v. Johnson, Rodenburg & Lauinger, LLC, 637 F.3d 939, 948 (9th Cir. 2011).

5 8. Strict liability enhances "the remedial nature of the statute," and courts are 6 "to interpret it liberally" to protect consumers. *Clark*, 460 F.3d at 1176.

9. In addition, by making available to prevailing consumers both statutory 8 damages and attorneys' fees, Congress "clearly intended that private enforcement actions 9 10 would be the primary enforcement tool of the Act." Baker v. G.C. Servs. Corp., 677 F.2d 11 775, 780-81 (9th Cir. 1982); see also Tourgeman v. Collins Fin. Servs., Inc., 755 F.3d 1109, 12 1118 (9th Cir. 2014). 13

14 10. Violations of the FDCPA are assessed under the least sophisticated consumer 15 standard which is "designed to protect consumers of below average sophistication or 16 intelligence,' or those who are 'uninformed or naïve,' particularly when those individuals 17 18 are targeted by debt collectors." Gonzales v. Arrow Fin. Servs., LLC, 660 F.3d 1055, 1061 19 (9th Cir. 2011) (quoting *Duffy v. Landberg*, 215 F.3d 871, 874-75 (8th Cir. 2000)).

11. "An FDCPA Plaintiff need not even have actually been misled or deceived 21 22 by the debt collector's representation; instead, liability depends on whether the 23 hypothetical 'least sophisticated debtor' likely would be misled." Tourgeman, 755 F.3d at 24 1117-18 (emphasis in original). 25

26 12. "[B]ecause the FDCPA is a remedial statute aimed at curbing what Congress 27 considered to be an industry-wide pattern of and propensity towards abusing debtors, it is 28 logical for debt collectors—repeat players likely to be acquainted with the legal standards

1	governing their industry—to bear the brunt of the risk." Clark, 460 F.3d at 1171-72; se	е
2	ulso FTC v. Colgate-Palmolive Co., 380 U.S. 374, 393 (1965) ("[I]t does not seem unfai	r
3	a require that one who deliberately goes periloyely close to an area of prescribed conduc	.+
4	o require that one who deliberately goes perilously close to an area of proscribed conduc	ε
5	hall take the risk that he may cross the line.") (internal quotations omitted).	
6	PARTIES	
7 8	13. Plaintiff is a natural person who at all relevant times resided in the State of	f
9	Arizona, County of Maricopa, and City of Phoenix.	
10	14. Plaintiff is a "consumer" as defined by 15 U.S.C. § 1692a(3).	
11	15. MCM is an entity who at all relevant times was engaged, by use of the mail	S
12 13	and telephone, in the business of attempting to collect a "debt" from Plaintiff, as defined	d
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15	by 15 U.S.C. § 1692a(5).	
16	16. MCM is a "debt collector" as defined by 15 U.S.C. § 1692a(6).	
17	17. Midland Funding is an entity who acquires debt in default merely for	r
18	collection purposes, and who at all relevant times was engaged, by use of the mails and	d
19 20	elephone, in the business of directly or indirectly attempting to collect a "debt" from	n
20	Plaintiff, as defined by 15 U.S.C. § 1692a(5).	
22	18. Midland Funding is a "debt collector" as defined by 15 U.S.C. § 1692a(6).	
23	FACTUAL ALLEGATIONS	
24		
25	19. Plaintiff is a natural person allegedly obligated to pay a debt.	
26	20. Plaintiff's alleged obligation arises from a transaction in which the money	7,
27	property, insurance, or services that are the subject of the transaction were incurred	d
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primarily fo	or personal, family, or household purposes—namely, a personal retail credit
account (the	e "Debt").
21.	MCM uses instrumentalities of interstate commerce or the mails in a business
the principa	l purpose of which is the collection of any debts.
22.	MCM regularly collects or attempts to collect, directly or indirectly, debts
wed or due	e, or asserted to be owed or due, another.
23.	Midland Funding uses instrumentalities of interstate commerce or the mails
n a busines	s the principal purpose of which is the collection of any debts.
24.	Midland Funding acquires defaulted debts from creditors, which it then,
ither direct	ly or through third parties, seeks to collect from the consumer for its own profit.
25.	The principal purpose of Midland Funding's business is debt collection.
26.	Midland Funding has no other substantial business purpose except to acquire
ebts and pr	ofit from collected debts.
27.	Midland Funding acquired Plaintiff's Debt after it was alleged to be in
fault.	
28.	At all relevant times, MCM acted on behalf of Midland Funding to collect or
tempt to c	ollect the Debt from Plaintiff.
29.	In connection with the collection of the Debt, MCM sent Plaintiff a letter
ated March	n 23, 2018.
30.	A true and correct copy of MCM's March 23, 2018 letter to Plaintiff is
ttached to t	his complaint as Exhibit A.

1	31.	The March 23, 2018 letter states "this letter is to inform you that we are
2	considering	forwarding this account to an attorney in your state for possible litigation."
3	32.	The letter goes on to state "[i]f this account goes to an attorney, our flexible
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		no longer be available to you."
6 7	33.	The statement "[i]f this account goes to an attorney, our flexible options may
8	no longer be	e available to you" was a false or misleading statement.
9	34.	Defendants had no intention of withdrawing flexible payment options if the
10	Debt was ret	ferred to collection by an attorney.
11	25	
12	35.	Defendants routinely offered individuals flexible payment options even after
13	a debt has be	een referred to an attorney for collections.
14	36.	MCM sent Plaintiff a letter dated April 13, 2018 in connection with the
15 16	collection of	the Debt.
17	37.	Like its other letter, MCM's April 13, 2018 letter also threatened that the
18	account wou	Ild be sent to an attorney and that flexible payment options would no longer be
19	arrailable	
20	available.	
21		CLASS ACTION ALLEGATIONS
22	38.	Plaintiff repeats and re-alleges all factual allegations above.
23	39.	MCM's March 23, 2018 letter is based on a form or template used to send
24 25	collection le	tters (the "Template").
26	40.	The Template uses deceptive and misleading language, in stating that if the
27	debt is sent t	to a collections attorney payment options will become unavailable.
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1	41. The Template uses deceptive and misleading language to create a false sense
2	of urgency, in stating that the debt is being considered for referral to an attorney and that
3	payment options will be unavailable if the case is referred to an attorney unless the
4 5	consumer acts promptly.
	consumer acts promptry.
6 7	42. Defendant has used the Template to send collection letters to over 40
8	individuals in the State of Arizona within the year prior to the filing of the original
9	complaint in this matter.
10	43. Plaintiff brings this action on behalf of himself and all others similarly
11	situated Specifically Plaintiff socks to represent the following class of individuals:
12	situated. Specifically, Plaintiff seeks to represent the following class of individuals:
13	All persons with an Arizona address, to whom MCM sent a letter based upon the Template, within one year before the date of this complaint, in connection
14	with the collection of a consumer debt alleged to be owed to Midland
15	Funding.
16	44. The class is averred to be so numerous that joinder of members is
17	impracticable.
18	
19	45. The exact number of class members is unknown to Plaintiff at this time and
20	can be ascertained only through appropriate discovery.
21	46. The class is ascertainable in that the names and addresses of all class
22 23	members can be identified in business records maintained by Defendants.
24	47. There exists a well-defined community of interest in the questions of law and
25	fast involved that offect the parties to be represented. These services questions of 1
26	fact involved that affect the parties to be represented. These common questions of law and
27	fact predominate over questions that may affect individual class members. Such issues
28	include, but are not limited to: (a) the existence of Defendants' identical conduct particular

	to the matters at issue; (b) Defendants' violations of the FDCPA; (c) the availability of
2	statutory penalties; and (d) attorneys' fees and costs.
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48. Plaintiff's claims are typical of those of the class he seeks to represent.

49. The claims of Plaintiff and of the class originate from the same conduct, practice, and procedure on the part of Defendants. Thus, if brought and prosecuted individually, the claims of the members of the class would require proof of the same material and substantive facts.

¹⁰ 50. Plaintiff possesses the same interests and has suffered the same injuries as
 ¹¹ each class member. Plaintiff asserts identical claims and seeks identical relief on behalf of
 ¹³ the unnamed class members.

- ¹⁴ 51. Plaintiff will fairly and adequately protect the interests of the class and has
 ¹⁵ no interests adverse to or which directly and irrevocably conflict with the interests of other
 ¹⁷ members of the class.
- ¹⁸
 52. Plaintiff is willing and prepared to serve this Court and the proposed class.
 53. The interests of Plaintiff are co-extensive with and not antagonistic to those
 of the absent class members.

²² 54. Plaintiff has retained the services of counsel who are experienced in
 ²³ consumer protection claims, as well as complex class action litigation, will adequately
 ²⁴ prosecute this action, and will assert, protect and otherwise represent Plaintiff and all absent
 ²⁶ class members.

 $\begin{bmatrix} 27\\28\\23(b)(1)(B). \text{ The prosecution of separate actions by individual members of the class would,} \end{bmatrix}$

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as a practical matter, be dispositive of the interests of other members of the class who are not parties to the action or could substantially impair or impede their ability to protect their interests.

5 56. The prosecution of separate actions by individual members of the class would
 6 create a risk of inconsistent or varying adjudications with respect to individual members of
 7 the class, which would establish incompatible standards of conduct for the parties opposing
 9 the classes. Such incompatible standards of conduct and varying adjudications, on what
 10 would necessarily be the same essential facts, proof and legal theories, would also create
 11 and allow the existence of inconsistent and incompatible rights within the class.

¹³ 57. Class certification is appropriate under Fed. R. Civ. P. 23(b)(2) in that
 ¹⁴ Defendants have acted or refused to act on grounds generally applicable to the class,
 ¹⁵ making final declaratory or injunctive relief appropriate.

¹⁷ 58. Class certification is appropriate under Fed. R. Civ. P. 23(b)(3) in that the
 ¹⁸ questions of law and fact that are common to members of the class predominate over any
 ¹⁹ questions affecting only individual members.

59. Moreover, a class action is superior to other methods for the fair and efficient
 adjudication of the controversies raised in this Complaint in that: (a) individual claims by
 the class members will be impracticable as the costs of pursuit would far exceed what any
 one plaintiff or class member has at stake; (b) as a result, very little litigation has
 commenced over the controversies alleged in this Complaint and individual members are
 unlikely to have an interest in prosecuting and controlling separate individual actions; and

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(c) the concentration of litigation of these claims in one forum will achieve efficiency and
 promote judicial economy.

COUNT I VIOLATION OF 15 U.S.C. § 1692e(5) MCM

60. Plaintiff repeats and re-alleges each factual allegation above.

61. The FDCPA creates a broad, flexible prohibition against the use of
 misleading, deceptive, or false representations in the collection of debts. *See* 15 U.S.C. §
 1692e; *Hamilton v. United Healthcare of Louisiana, Inc.*, 310 F.3d 385, 392 (5th Cir. 2002)
 (citing legislative history reference to the FDCPA's general prohibitions which "will
 enable the courts, where appropriate, to proscribe other improper conduct which is not
 specifically addressed").

62. This includes the "threat to take any action that cannot legally be taken or that is not intended to be taken." 15 U.S.C. § 1692e(5).

18 63. "Parties often knowingly make threats of illegal action, hoping that the threat 19 will intimidate the opposing party, who may not take comfort from the prospect of years 20 of expensive and uncertain litigation to vindicate her rights. Such threats can have real 21 22 effects. The FDCPA in general, and § 1692e(5) in particular, are aimed directly at such 23 tactics in the context of collecting consumer debts, where power and resources are often, 24 let us say, asymmetrical." Captain v. ARS Nat. Servs., Inc., 636 F. Supp. 2d 791, 796 (S.D. 25 26 Ind. 2009).

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64. "Section 1692e(5) prohibits debt collectors from threatening 'to take any action . . . that is not intended to be taken," and a debt collector's statement that it may

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stop offering flexible payment options to the consumer—when this was false—was that sort of action as "a threat can be stated in noncommittal terms and still run afoul of the FDCPA." Haddad v. Midland Funding, LLC, 255 F. Supp. 3d 735, 746 (N.D. Ill. 2017) 5 (emphasis added) (internal citations omitted).

6 65. "A debt collector may state that certain action is possible, if it is true that 7 such action is legal and is frequently taken by the collector or creditor with respect to 8 similar debts; however, if the debt collector has reason to know there are facts that make 9 10 the action unlikely in the particular case, a statement that the action was possible would be 11 misleading." Staff Commentary on the Fair Debt Collection Practices Act, 53 Fed. Reg. 12 50097-50110 (Dec. 13, 1988). 13

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66. By stating in its letter that "[i]f this account goes to an attorney, our flexible options may no longer be available to you," MCM violated 15 U.S.C. § 1692e(5) because MCM threatened an action that MCM did not intend to take, as MCM never intended to 18 make flexible payment options unavailable.

WHEREFORE, Plaintiff prays for relief and judgment, as follows:

- a) Determining that this action is a proper class action, certifying Plaintiff as a class representative under Rule 23 of the Federal Rules of Civil Procedure, and designating this Complaint the operable complaint for class purposes;
- b) Adjudging that MCM violated 15 U.S.C. § 1692e(5) with respect to Plaintiff and the class he seeks to represent;
 - c) Awarding Plaintiff and the class he seeks to represent actual damages pursuant to 15 U.S.C. § 1692k(a)(1);

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d) Awarding Plaintiff such additional damages as the Court may allow in the
amount of \$1,000, pursuant to \$ 1692k(a)(2)(B)(i);
e) Awarding all other class members such amount as the Court may allow,
without regard to a minimum individual recovery, not to exceed the lesser of
\$500,000 or one percent of the net worth of the debt collector, pursuant to 15
U.S.C. § 1692k(a)(2)(B)(ii);
f) Awarding Plaintiff and the class he seeks to represent, reasonable attorneys'
fees and costs incurred in this action pursuant to 15 U.S.C. § 1692k(a)(3) and
Rule 23;
g) Awarding Plaintiff and the class he seeks to represent, pre-judgment and
post-judgment interest as permissible by law; and
post-judgment interest as permissible by law, and
h) Awarding such other and further relief as the Court may deem proper.
COUNT II VIOLATION OF 15 U.S.C. \$ 1(02c(10)
VIOLATION OF 15 U.S.C. § 1692e(10) MCM
67. Plaintiff repeats and re-alleges each factual allegation above.
68. Congress, recognizing that it would be impossible to foresee every type of
deceptive collection misbehavior, expressly included in the FDCPA a catchall provision,
prohibiting "[t]he use of any false representation or deceptive means to collect or attempt
to collect any debt or to obtain information concerning a consumer." 15 U.S.C. §
1692e(10).

1	69.	"It is a violation [of § 1692e(10)] to send any communication that conveys	
2	to the consu	mer a false sense of urgency." Staff Commentary on the Fair Debt Collection	
3			
4	Practices Ac	et, 53 Fed. Reg. 50097-50110 (Dec. 13, 1988).	

⁵ 70. The FDCPA is intended to be "comprehensive, in order to limit the
⁶ opportunities for debt collectors to evade the under-lying legislative intention," and
⁷ therefore the same conduct may violate multiple sections of the Act. *Clark v. Capital*⁹ *Credit & Collection Servs., Inc.*, 460 F.3d 1162, 1178 (9th Cir. 2006) (citing FTC Official
¹⁰ Staff Commentary on FDCPA, 53 Fed. Reg. 50097, 50101).

71. MCM's statement that "[i]f this account goes to an attorney, our flexible
options may no longer be available to you," was a false or misleading statement.

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This false statement when coupled with the statement "this letter is to inform
 you that we are considering forwarding this account to an attorney in your state for possible
 litigation" made by Defendants was to instill a false sense of urgency in the Plaintiff.

These statements imply that if the Plaintiff does not act swiftly to set up a
 payment plan, the offered "flexible options" will be foreclosed.

74. Because these statements were both false or misleading, and created a false
 sense of urgency, MCM violated 15 U.S.C. § 1692e(10).

WHEREFORE, Plaintiff prays for relief and judgment, as follows:

 a) Determining that this action is a proper class action, certifying Plaintiff as a class representative under Rule 23 of the Federal Rules of Civil Procedure, and designating this Complaint the operable complaint for class purposes;

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1	b)	Adjudging that MCM violated 15 U.S.C. § 1692e(10) with respect to
2		Plaintiff and the class he seeks to represent;
3	c)	Awarding Plaintiff and the class he seeks to represent actual damages
4		pursuant to 15 U.S.C. § 1692k(a)(1);
6	1	
7	d)	Awarding Plaintiff such additional damages as the Court may allow in the
8		amount of \$1,000, pursuant to \$ 1692k(a)(2)(B)(i);
9	e)	Awarding all other class members such amount as the Court may allow,
10		without regard to a minimum individual recovery, not to exceed the lesser of
11		\$500,000 or one percent of the net worth of the debt collector, pursuant to 15
12 13		U.S.C. § 1692k(a)(2)(B)(ii);
13	6	
15	f)	Awarding Plaintiff and the class he seeks to represent, reasonable attorneys'
16		fees and costs incurred in this action pursuant to 15 U.S.C. § 1692k(a)(3) and
17		Rule 23;
18	g)	Awarding Plaintiff and the class he seeks to represent, pre-judgment and
19		post-judgment interest as permissible by law; and
20	h)	Awarding such other and further relief as the Court may deem proper.
21 22		
22		COUNT III VIOLATION OF 15 U.S.C. § 1692e(5)
24		Midland Funding
25	75.	Plaintiff repeats and re-alleges each factual allegation above.
26	76.	MCM violated 15 U.S.C. § 1692e(5) by threatening to take an action against
27	Plaintiff that	cannot be legally taken or that was not actually intended to be taken.
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1	77. Midland Funding, by virtue of its status as a "debt collector" under the
2	FDCPA, is liable for the conduct of MCM—the debt collector it retained to collect on its
3	behalf.
4	
5	WHEREFORE, Plaintiff prays for relief and judgment, as follows:
6 7	a) Determining that this action is a proper class action, certifying Plaintiff as a
8	class representative under Rule 23 of the Federal Rules of Civil Procedure,
9	and designating this Complaint the operable complaint for class purposes;
10	b) Adjudging that Midland Funding violated 15 U.S.C. § 1692e(5) with respect
11 12	to Plaintiff and the class he seeks to represent;
13	c) Awarding Plaintiff and the class he seeks to represent actual damages
14	pursuant to 15 U.S.C. § 1692k(a)(1);
15 16	d) Awarding Plaintiff such additional damages as the Court may allow in the
17	amount of \$1,000, pursuant to \$ 1692k(a)(2)(B)(i);
18	e) Awarding all other class members such amount as the Court may allow,
19	without regard to a minimum individual recovery, not to exceed the lesser of
20 21	\$500,000 or one percent of the net worth of the debt collector, pursuant to 15
22	U.S.C. § 1692k(a)(2)(B)(ii);
23	
24	f) Awarding Plaintiff and the class he seeks to represent, reasonable attorneys'
25	fees and costs incurred in this action pursuant to 15 U.S.C. § 1692k(a)(3) and
26	Rule 23;
27	g) Awarding Plaintiff and the class he seeks to represent, pre-judgment and
28	
	post-judgment interest as permissible by law; and

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1	h) Awarding such other and further relief as the Court may deem proper.
2 3 4	COUNT IV VIOLATION OF 15 U.S.C. § 1692e(10) Midland Funding
5	78. Plaintiff repeats and re-alleges each factual allegation above.
6	79. MCM violated 15 U.S.C. § 1692e(10) by using false, deceptive, or
7 8	misleading representations or means in connection with the collection of any debt.
9	80. Midland Funding, by virtue of its status as a "debt collector" under the
10	FDCPA, is liable for the conduct of MCM—the debt collector it retained to collect on its
11	behalf.
12 13	WHEREFORE, Plaintiff prays for relief and judgment, as follows:
13	
15	a) Determining that this action is a proper class action, certifying Plaintiff as a
16	class representative under Rule 23 of the Federal Rules of Civil Procedure,
17	and designating this Complaint the operable complaint for class purposes;
18	b) Adjudging that Midland Funding violated 15 U.S.C. § 1692e(10) with
19	respect to Plaintiff and the class he seeks to represent;
20	
21	c) Awarding Plaintiff and the class he seeks to represent actual damages
22	pursuant to 15 U.S.C. § 1692k(a)(1);
23	d) Awarding Plaintiff such additional damages as the Court may allow in the
24 25	amount of \$1,000, pursuant to \$ 1692k(a)(2)(B)(i);
25	e) Awarding all other class members such amount as the Court may allow,
27	
28	without regard to a minimum individual recovery, not to exceed the lesser of

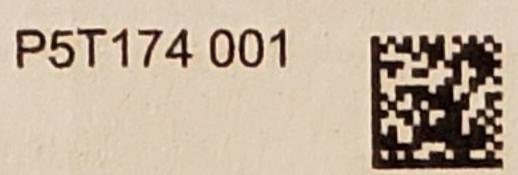
	Case 2:18-cv-02209-DLR Document 1 Filed 07/13/18 Page 17 of 17
1 2 3 4 5 6 7 8 9 10	 \$500,000 or one percent of the net worth of the debt collector, pursuant to 15 U.S.C. § 1692k(a)(2)(B)(ii); f) Awarding Plaintiff and the class he seeks to represent, reasonable attorneys' fees and costs incurred in this action pursuant to 15 U.S.C. § 1692k(a)(3) and Rule 23; g) Awarding Plaintiff and the class he seeks to represent, pre-judgment and post-judgment interest as permissible by law; and
10	h) Awarding such other and further relief as the Court may deem proper.
12	TRIAL BY JURY
13	81. Plaintiff is entitled to and hereby demands a trial by jury.
14	Dated: July 13, 2018
15	Respectfully submitted,
16	<u>s/ Russell S. Thompson IV</u> Russell S. Thompson IV (029098)
17 18	Thompson Consumer Law Group, PLLC
19	5235 E. Southern Ave., D106-618 Mesa, AZ 85206
20	Telephone: (602) 388-8898 Facsimile: (866) 317-2674
21	rthompson@ThompsonConsumerLaw.com
21 22	<u>s/ Joseph Panvini</u>
22 23 24	<u>s/ Joseph Panvini</u> Joseph Panvini (028359) Thompson Consumer Law Group, PLLC 5235 E. Southern Ave., D106-618
22 23 24 25	<u>s/ Joseph Panvini</u> Joseph Panvini (028359) Thompson Consumer Law Group, PLLC 5235 E. Southern Ave., D106-618 Mesa, AZ 85206 Telephone: (602) 388-8875
22 23 24	<u>s/ Joseph Panvini</u> Joseph Panvini (028359) Thompson Consumer Law Group, PLLC 5235 E. Southern Ave., D106-618 Mesa, AZ 85206 Telephone: (602) 388-8875 Facsimile: (866) 317-2674 jpanvini@ThompsonConsumerLaw.com
 22 23 24 25 26 	<u>s/ Joseph Panvini</u> Joseph Panvini (028359) Thompson Consumer Law Group, PLLC 5235 E. Southern Ave., D106-618 Mesa, AZ 85206 Telephone: (602) 388-8875 Facsimile: (866) 317-2674

EXHIBIT "A"

PRE-LEGAL NOTIFICATION

03-23-2018

Neftali Oliva Cisneros 8815 N 30th Ave Phoenix, AZ 85051-3918



mcm

Midland Credit Management, Inc.

2365 Northside Drive Suite 300 San Diego, CA 92108

Account Details

Original Creditor Original Account Number Current Servicer MCM Account Number Current Owner Current Balance

Synchrony Bank 5046620192080026 Midland Credit Management, Inc. 8578807559 Midland Funding LLC \$2,397.68

Call (800) 939-2353 by 04-22-2018 to **Discuss** Options

Please Call

RE Synchrony Bank Luxury

Dear Neftali,

Get rid of this debt and get on with your life.

This account may be forwarded to an attorney in your state.

Once your account is paid:

Collection calls will stop

Midland Credit Management, Inc. has made several attempts to contact you regarding this account. This letter is to inform you that we are considering forwarding this account to an attorney in your state for possible litigation. Upon receipt of this notice, please call (800) 939-2353 to discuss your options.

If we don't hear from you or receive payment by 04-22-2018, we may proceed with forwarding this account to an attorney.

Some possible options:

on this account

 Collection letters will stop on this account

Reply By 04-22-2018 Call (800) 939-2353 Sun-Th: 5am-9pm PT; Fri-Sat: 5am-4:30pm PT;

midlandcreditonline.com

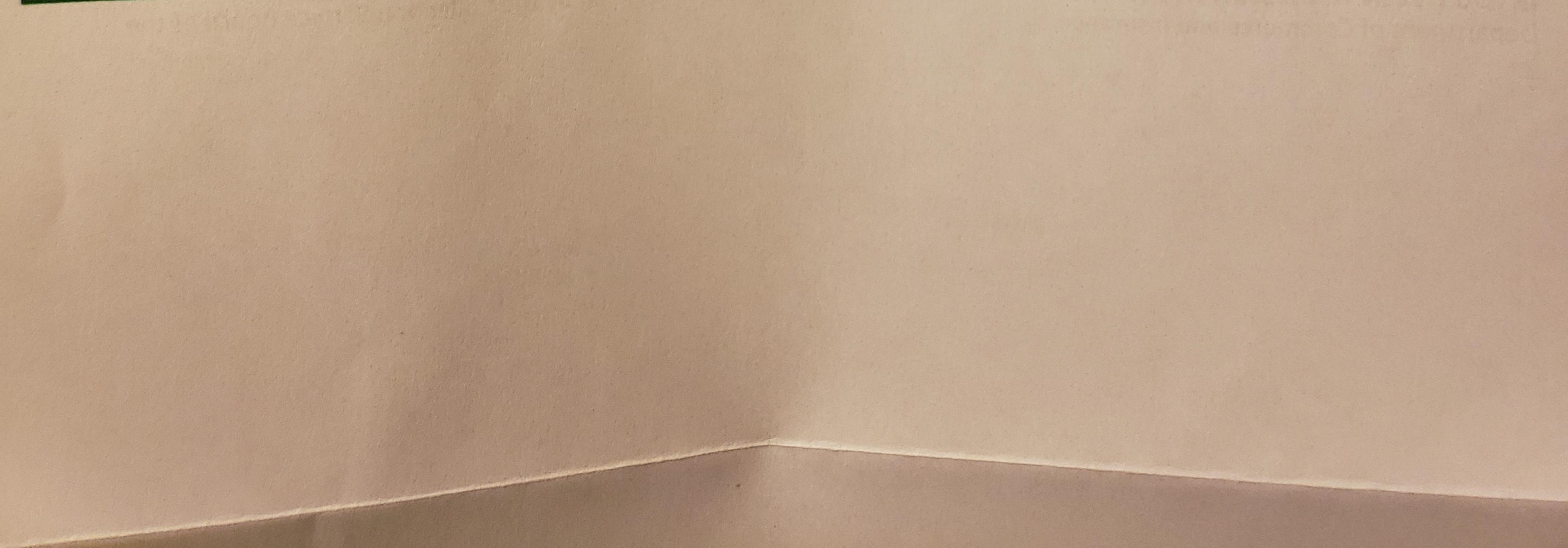
- Pay your full balance of \$2,397.68

- Call us to see how to qualify for discounts and payment plans.

LET US HELP YOU! If the account goes to an attorney, our flexible options may no longer be available to you. There still is an opportunity to make arrangements with us. We encourage you to call us: (800) 939-2353.

Sincerely,

Tim Bolin Tim Bolin, Division Manager



UNITED STATES DISTRICT COURT DISTRICT OF ARIZONA

Civil Cover Sheet

This automated JS-44 conforms generally to the manual JS-44 approved by the Judicial Conference of the United States in September 1974. The data is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. The information contained herein neither replaces nor supplements the filing and service of pleadings or other papers as required by law. This form is authorized for use <u>only</u> in the District of Arizona.

The completed cover sheet must be printed directly to PDF and filed as an attachment to the Complaint or Notice of Removal.

Plaintiff(s): Neftali Oliva Cisneros

County of Residence: Maricopa County Where Claim For Relief Arose: Maricopa

Plaintiff's Atty(s):

Russell S Thompson IV Thompson Consumer Law Group, PLLC 5235 E Southern Ave, #D106-618 Mesa, Arizona 85206 602-388-8898 Defendant's Atty(s):

Defendant(s): Midland Credit Management, Inc. ; Midland Funding, LLC

County of Residence: Outside the State of Arizona

Joseph Panvini Thompson Consumer Law Group 5235 E Southern Ave, #D106-618 Mesa, Arizona 85206 602-388-8875

II. Basis of Jurisdiction:

3. Federal Question (U.S. not a party)

III. Citizenship of Principal Parties (Diversity Cases Only) Plaintiff:-N/A

Defendant:-N/A

IV. Origin :	1. Original Proceeding
V. Nature of Suit:	890 Other Statutory Actions
VI.Cause of Action:	15 U.S.C. § 1692, violation of the Fair Debt Collection Practices Act
VII. Requested in Complaint	

Class Action: Yes

VIII. This case is not related to another case.

Signature: s/Russell S. Thompson IV

Date: 07/13/2018

If any of this information is incorrect, please go back to the Civil Cover Sheet Input form using the *Back* button in your browser and change it. Once correct, save this form as a PDF and include it as an attachment to your case opening documents.

Revised: 01/2014

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Midland Credit Management</u>, <u>Midland Funding Sued Over 'Threatening' Collection Letters</u>