UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF GEORGIA ATLANTA DIVISION

HOPE GAMBLE, on behalf of herself and)	
others similarly situated,)	Civil Action No.:
Plaintiff,))	Jury Trial Demanded
v.)	
NEW ENGLAND AUTO FINANCE, INC.,) ,))	
Defendant.) _) _)	

CLASS ACTION COMPLAINT

Nature of this Action

- 1. Hope Gamble ("Plaintiff") brings this class action against New England Auto Finance, Inc. ("Defendant") under the Telephone Consumer Protection Act ("TCPA"), 47 U.S.C. § 227.
- 2. Section 227(b)(1)(A)(iii) of the TCPA sets forth restrictions on the use of automated telephone equipment, and provides in pertinent part:

It shall be unlawful for any person within the United States, or any person outside the United States if the recipient is within the United States—

(A) 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 or an artificial or prerecorded voice—

* * *

- (iii) to any telephone number assigned to a paging service, cellular telephone service, specialized mobile radio service, or other radio common carrier service, or any service for which the called party is charged for the call, unless such call is made solely to collect a debt owed to or guaranteed by the United States.
- 3. The TCPA's "prohibition against auto dialed calls applies to text message calls as well as voice calls." *Murphy v. DCI Biologicals Orlando*, LLC, 797 F.3d 1302, 1305 (11th Cir. 2015).
- 4. Upon information and good faith belief, Defendant routinely violates 47 U.S.C. § 227(b)(1)(A)(iii) by using an automatic telephone dialing system to send non-emergency text messages to numbers assigned to a cellular telephone service, without prior express consent.

Jurisdiction and Venue

- 5. This Court has subject matter jurisdiction under 47 U.S.C. § 227(b)(3) and 28 U.S.C. § 1331.
- 6. Venue is proper before this Court pursuant to 28 U.S.C. § 1391(b) as, upon information and belief, a substantial part of the events giving rise to this action occurred in this district, and as Defendant resides and has its principal place of business in this district.

Parties

- 7. Plaintiff is a natural person who at all relevant times resided in Springfield, Massachusetts.
- 8. Defendant is a New Hampshire corporation with its principal place of business in Atlanta, Georgia.
 - 9. Defendant is an automobile finance and payday loan company.

Factual Allegations

- 10. In November 2014, Plaintiff entered into a Loan Agreement with Defendant.
- 11. The Loan Agreement includes a provision governing Defendant's right to send, among other things, text messages to Plaintiff.
- 12. The text message consent provision specifically states that "[t]o receive such communications you must provide a valid ... mobile phone number ... for an applicable communications device."
- 13. Plaintiff did not sign the text message consent provision and did not write her cellular telephone number in the section containing the text message consent provision.
- 14. Accordingly, Plaintiff did not consent to receive text messages from Defendant on her cellular telephone number.

- 15. Defendant did not otherwise have consent to deliver text messages to Plaintiff's cellular telephone number using an automatic telephone dialing system.
- 16. Subsequent to entering into the Loan Agreement, Plaintiff paid off the loan, and thus the Loan Agreement concluded in approximately August 2015, along with any obligations arising out of the Loan Agreement.
- 17. Sometime after Plaintiff paid off the loan, she began receiving text messages from Defendant at her cellular telephone number—(413) 636-XXXX.
 - 18. The text messages came from phone number (603) 707-4066.
 - 19. The text messages stated:

Hope, you may be eligible for cash up to Call New England Auto Finance @ 603-623-7393. To unsubscribe call 800-922-8803.

- 20. In approximately September 2016, Plaintiff received a call from a woman named "Mandy" on behalf of Defendant.
 - 21. Mandy inquired as to whether Plaintiff was interested in a new loan.
- 22. Plaintiff told Mandy that she was not interested in a new loan, and asked that Defendant no longer call her.
- 23. Thereafter, Plaintiff received approximately two to four additional text messages from Defendant that stated:

Hope, you may be eligible for cash up to Call New England Auto Finance @ 603-623-7393. To unsubscribe call 800-922-8803.

- 24. In response, in approximately November 2016, Plaintiff called Defendant, told Defendant that she did not want to receive text messages from Defendant, and asked Defendant to take her name off its list.
- 25. Defendant then informed Plaintiff that her name would be removed, and that she would no longer receive text messages from Defendant.
- 26. However, Plaintiff continued receiving text messages nearly identical to the prior text messages she received from Defendant.
- 27. In approximately January 2017, after receiving approximately nine to ten text messages from Defendant in total, Plaintiff again called Defendant and asked Defendant to stop texting her.
- 28. Upon information and good faith belief, Defendant's records may show additional text messages that it delivered to Plaintiff's cellular telephone number with an automatic telephone dialing system.
- 29. Upon information and good faith belief, and in light of the frequency, nature, and character of the text messages at issue, Defendant delivered text messages to Plaintiff's cellular telephone number by using an automatic telephone dialing system, as defined by 47 U.S.C. § 227(a)(1).
- 30. Upon information and good faith belief, and in light of the frequency, character, and nature of the text messages, Defendant delivered text messages to Plaintiff's cellular telephone number by using (a) equipment which has the capacity

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- (i) to store or produce telephone numbers to be called, using a random or sequential number generator, and (ii) to dial such numbers, or (b) technology with the capacity to dial random or sequential numbers, or (c) hardware, software, or equipment that the FCC characterizes as an automatic telephone dialing system through the following, and any related, declaratory ruling and order: *In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991*, FCC 15-72 (adopted June 18, 2015 and released July 10, 2015).
- Upon information and good faith belief, and in light of the frequency, 31. character, and nature of the text messages, Defendant delivered text messages to Plaintiff's cellular telephone number by using (a) an automated dialing system that uses a complex set of algorithms to automatically dial consumers' telephone numbers in a manner that "predicts" the time when a consumer will answer the phone and a person will be available to take the call, or (b) equipment that dials numbers and, when certain computer software is attached, also assists persons in predicting when a sales agent will be available to take calls, or (c) hardware, that when paired with certain software, has the capacity to store or produce numbers and dial those numbers at random, in sequential order, or from a database of numbers, or (d) hardware, software, or equipment that the FCC characterizes as a predictive dialer through the following, and any related, reports and orders, and declaratory rulings: In the Matter of Rules and Regulations Implementing the Telephone Consumer

Protection Act of 1991, 17 FCC Rcd 17459, 17474 (September 18, 2002); In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, 18 FCC Rcd 14014, 14092-93 (July 3, 2003); In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, 23 FCC Rcd 559, 566 (Jan. 4, 2008); In the Matter of Rules and Regulations Implementing the Telephone Consumer Protection Act of 1991, FCC 15-72 (adopted June 18, 2015 and released July 10, 2015).

- 32. Upon information and good faith belief, Defendant utilizes hardware and software with the capacity to store telephone numbers and to dial such numbers sequentially, predictively, or randomly, and to dial telephone numbers without human intervention.
- 33. Upon information and good faith belief, Defendant used such hardware and software to deliver the text messages at issue to Plaintiff's cellular telephone number.
- 34. Defendant did not have Plaintiff's prior express consent to deliver the text messages at issue to her cellular telephone number.
- 35. Defendant did not deliver any text messages to Plaintiff's cellular telephone number for emergency purposes.
- 36. Defendant delivered text messages to Plaintiff's cellular telephone number under its own free will.

- 37. Upon information and good faith belief, Defendant delivered the text messages at issue to Plaintiff willfully and knowingly in that it consciously and deliberately delivered the text messages at issue.
- 38. Upon information and good faith belief, Defendant had knowledge that it was using, and intended to use, an automatic telephone dialing system, to deliver the text messages at issue to Plaintiff.
- 39. Plaintiff suffered harm as a result of Defendant's text messages in that she suffered an invasion of her privacy, an intrusion into her life, and a private nuisance.

Class Action Allegations

40. Plaintiff brings this action as a class action under Federal Rule of Civil Procedure 23(a) and (b) on behalf of herself and two classes and subclass of similarly situated individuals:

The Provision Class

All persons and entities throughout the United States (1) to whom New England Auto Finance, Inc. delivered, or caused to be delivered, more than one text message (2) directed to a number assigned to a cellular telephone service, by (3) using an automatic telephone dialing system, (4) from four years prior to the filing of the complaint through and including the date of class certification, (5) after the texted party entered into a Loan Agreement with New England Auto Finance, Inc. where the texted party did not sign the text message consent provision of the Loan Agreement.

The Revocation Class

All persons and entities throughout the United States (1) to whom New England Auto Finance, Inc. delivered, or caused to be delivered, more than one text message (2) directed to a number assigned to a cellular telephone service, by (3) using an automatic telephone dialing system, (4) from four years prior to the filing of the complaint through and including the date of class certification, (5) after the texted party directed New England Auto Finance, Inc. to cease texting him or her.

The Revocation Subclass

All persons and entities throughout the United States (1) to whom New England Auto Finance, Inc. delivered, or caused to be delivered, more than one text message (2) directed to a number assigned to a cellular telephone service, by (3) using an automatic telephone dialing system, (4) from four years prior to the filing of the complaint through and including the date of class certification, (5) after the texted party entered into a Loan Agreement with New England Auto Finance, Inc. where the texted party did not sign the text message consent provision of the Loan Agreement, and (6) after the texted party directed New England Auto Finance, Inc. to cease texting him or her.

- 41. The proposed classes and subclass specifically exclude Defendant, its officers and directors, members of their immediate families and their legal representatives, heirs, successors, or assigns, and any entity in which Defendant has or had a controlling interest.
- 42. The proposed classes and subclass are so numerous that, upon information and belief, joinder of all members is impracticable.
- 43. The exact number of members of the classes and subclass is unknown to Plaintiff at this time and can only be determined through appropriate discovery.
 - 44. The proposed classes and subclass are ascertainable because they are

defined by reference to objective criteria.

- 45. In addition, and upon information and belief, the cellular telephone numbers of all members of the classes and subclass can be identified in business records maintained by Defendant and third parties.
- 46. Plaintiff's claims are typical of the claims of the members of the classes and subclass because all the class and subclass members' claims originate from the same conduct, practice and procedure on the part of Defendant, and Plaintiff possesses the same interests and has suffered the same injuries as each class and subclass member.
- 47. Plaintiff will fairly and adequately protect the interests of the members of the classes and subclass and has retained counsel experienced and competent in class action litigation.
- 48. Plaintiff has no interests that are irrevocably contrary to or in conflict with the members of the classes or subclass that she seeks to represent.
- 49. A class action is superior to all other available methods for the fair and efficient adjudication of this controversy, since joinder of all members is impracticable.
- 50. Furthermore, as the damages suffered by individual members of the classes and subclass may be relatively small, the expense and burden of individual litigation make it impracticable for the members of the class and subclass to

individually redress the wrongs done to them.

- 51. There will be little difficulty in the management of this action as a class action.
- 52. Issues of law and fact common to the members of the classes and subclass predominate over any questions that may affect only individual members, in that Defendant has acted on grounds generally applicable to each class.
 - 53. Among the issues of law and fact common to the class and subclass:
 - a. Defendant's violations of the TCPA as alleged herein;
 - b. Defendant's use of an automatic telephone dialing system as defined by the TCPA; and
 - c. The availability of statutory penalties.
- 54. Absent a class action, Defendant's violations of the law will be allowed to proceed without a full, fair, judicially supervised remedy.

Count I: Violations of 47 U.S.C. § 227(b)(1)(A)(iii)

- 55. Plaintiff repeats and re-alleges each and every factual allegation contained in paragraphs 1 through 54.
- 56. Defendant violated 47 U.S.C. § 227(b)(1)(A)(iii) by utilizing an automatic telephone dialing system to deliver non-emergency text messages to Plaintiff's cellular telephone number, without her consent.

57. As a result of Defendant's violations of 47 U.S.C. § 227(b)(1)(A)(iii), Plaintiff and the classes and subclass are entitled to damages in an amount to be proven at trial.

Trial by Jury

58. Plaintiff is entitled to, and hereby demands, a trial by jury.

WHEREFORE, Plaintiff prays for relief and judgment as follows:

- a) Determining that this action is a proper class action and designating
 Plaintiff as class representative under Rule 23 of the Federal Rules of
 Civil Procedure;
- b) Adjudging that Defendant violated 47 U.S.C. § 227(b)(1)(A)(iii), and enjoining Defendant from continuing to deliver text messages to Plaintiff's cellular telephone number, from delivering text messages to consumers' cellular telephone numbers by using an automatic telephone dialing system without the prior express consent of the consumers, and from committing further violations of 47 U.S.C. § 227(b)(1)(A)(iii);
- c) Awarding Plaintiff and members of the classes and subclass actual damages, or statutory damages under 47 U.S.C. § 227(b)(3) in an amount up to \$1,500 per violation;

- d) Awarding Plaintiff and members of the classes and subclass their reasonable costs, expenses, and attorneys' fees incurred in this action, including expert fees, under 15 U.S.C. § 1692k and Rule 23 of the Federal Rules of Civil Procedure; and
- e) Awarding other and further relief as the Court may deem just and proper.

Dated: August 8, 2017 Respectfully submitted,

/s/ Shireen Hormozdi

Shireen Hormozdi

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^{*} To seek admission pro hac vice.

Local Rule 7.1D Certification

The undersigned counsel certifies that the foregoing was prepared using Times New Roman 14 point, a font and point selection approved by LR 5.1B.

/s/ Shireen Hormozdi Shireen Hormozdi

JS44 (Rev. 6/2017 NDGA) Case 1:17-cv-02979-LM MIV Procure that SHET in d 08/08/17 Page 1 of 2

The JS44 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 is required for the use of the Clerk of Court for the purpose of initiating the civil docket record. (SEE INSTRUCTIONS ATTACHED)

I. (a) PLAINTIFF(S) Hope Gamble, on behalf of herself and others similarly situated		DEFENDANT(S) New England Auto Finance, Inc.		
(b) COUNTY OF RESIDENCE OF FIRST LISTED PLAINTIFF Hampden County, MA (EXCEPT IN U.S. PLAINTIFF CASES)		COUNTY OF RESIDENCE OF FIRST LISTED DEFENDANT Fulton County (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED		
(c) ATTORNEYS (FIRM NAME, ADDRESS, TELEPHONE NUM E-MAIL ADDRESS) Shireen Hormozdi The Norcross Law Firm 1770 Indian Trail Lilburn Road, Suite 175 Norcross, GA 30093 shireen@norcrosslawfirm.com (800) 994-9855	MBER, AND	ATTORNEYS (IF KNOWN)		
II. BASIS OF JURISDICTION (PLACE AN "X" IN ONE BOX ONLY)		ZENSHIP OF PRINCIPAL PARTIES AN "X" IN ONE BOX FOR PLAINTIFF AND ONE BOX FOR DEFENDANT) (FOR DIVERSITY CASES ONLY)		
1 U.S. GOVERNMENT PLAINTIFF 2 U.S. GOVERNMENT DEFENDANT 2 U.S. GOVERNMENT DEFENDANT 3 FEDERAL QUESTION (U.S. GOVERNMENT NOT A PARTY) 4 DIVERSITY (INDICATE CITIZENSHIP OF PARTIES IN ITEM III)				
IV. ORIGIN (PLACE AN "X "IN ONE BOX ONLY) 1 ORIGINAL PROCEEDING 2 REMOVED FROM APPELLATE COURT 3 REMANDED FROM APPELLATE COURT	4 REINSTATED REOPENED	OR S TRANSFERRED FROM 6 MULTIDISTRICT 7 APPEAL TO DISTRICT JUDGE 6 LITIGATION - 7 FROM MAGISTRATE JUDGE TRANSFER JUDGMENT		
MULTIDISTRICT 8 LITIGATION - DIRECT FILE				
V. CAUSE OF ACTION (CITE THE U.S. CIVIL STATUTE) JURISDICTIONAL STATUTES UNI Violations of the Telephone Consumer Protecti	under which you less diversity) on Act, 47 U.	ARE FILING AND WRITE A BRIEF STATEMENT OF CAUSE - DO NOT CITE S.C. 227.		
(IF COMPLEX, CHECK REASON BELOW)				
 □ 1. Unusually large number of parties. □ 2. Unusually large number of claims or defenses. □ 3. Factual issues are exceptionally complex □ 4. Greater than normal volume of evidence. ☑ 5. Extended discovery period is needed. 	☐ 7. Pend☐ 8. Mult☐ 9. Nee	olems locating or preserving evidence ding parallel investigations or actions by government. tiple use of experts. ed for discovery outside United States boundaries. tence of highly technical issues and proof.		
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VI. NATURE OF SUIT (PLACE AN "X" IN ONE BOX ONLY)

TOTAL OF SOME (MARCHAN A	EN ONE BOX ONET)	
ONTRACT - "0" MONTHS DISCOVERY TRACK 150 RECOVERY OF OVERPAYMENT & ENFORCEMENT OF JUDGMENT 152 RECOVERY OF DEFAULTED STUDENT LOANS (Excl. Veterans)	CIVIL RIGHTS - "4" MONTHS DISCOVERY TRACK 440 OTHER CIVIL RIGHTS 441 VOTING 442 EMPLOYMENT 443 HOUSING/ ACCOMMODATIONS	SOCIAL SECURITY - "0" MONTHS DISCOVERY TRACK 861 HIA (1395ff) 862 BLACK LUNG (923) 863 DIWC (405(g))
153 RECOVERY OF OVERPAYMENT OF VETERAN'S BENEFITS	445 AMERICANS with DISABILITIES - Employment 446 AMERICANS with DISABILITIES - Other	863 DIWW (405(g)) 864 SSID TITLE XVI
ONTRACT - "4" MONTHS DISCOVERY TRACK	448 EDUCATION	865 RSI (405(g)) FEDERAL TAX SUITS - "4" MONTHS DISCOVERY
110 MARINE 120 MARINE 130 MILLER ACT 140 NEGOTIABLE INSTRUMENT 151 MEDICARE ACT	IMMIGRATION - "0" MONTHS DISCOVERY TRACK 462 NATURALIZATION APPLICATION 465 OTHER IMMIGRATION ACTIONS	TRACK 870 TAXES (U.S. Plaintiff or Defendant) 871 IRS - THIRD PARTY 26 USC 7609
160 STOCKHOLDERS' SUITS 190 OTHER CONTRACT 195 CONTRACT PRODUCT LIABILITY 196 FRANCHISE	PRISONER PETITIONS - "0" MONTHS DISCOVERY TRACK 463 HABEAS CORPUS- Alien Detainee 510 MOTIONS TO VACATE SENTENCE 530 HABEAS CORPUS	OTHER STATUTES - "4" MONTHS DISCOVERY TRACK 375 FALSE CLAIMS ACT 376 Qui Tam 31 USC 3729(a) 400 STATE REAPPORTIONMENT
AL PROPERTY - "4" MONTHS DISCOVERY ACK 210 LAND CONDEMNATION	535 HABEAS CORPUS DEATH PENALTY 540 MANDAMUS & OTHER 550 CIVIL RIGHTS - Filed Pro se	430 BANKS AND BANKING 450 COMMERCE/ICC RATES/ETC. 460 DEPORTATION
220 FORECLOSURE 230 RENT LEASE & EJECTMENT 240 TORTS TO LAND	555 PRISON CONDITION(S) - Filed Pro se 560 CIVIL DETAINEE: CONDITIONS OF CONFINEMENT	470 RACKETEER INFLUENCED AND CORRUPT ORGANIZATIONS 480 CONSUMER CREDIT
24S TORT PRODUCT LIABILITY 290 ALL OTHER REAL PROPERTY RTS - PERSONAL INJURY - "4" MONTHS	PRISONER PETITIONS - "4" MONTHS DISCOVERY TRACK 550 CIVIL RIGHTS - Filed by Counsel	490 CABLE/SATELLITE TV 890 OTHER STATUTORY ACTIONS 891 AGRICULTURAL ACTS 893 ENVIRONMENTAL MATTERS
SCOVERY TRACK 310 AIRPLANE 315 AIRPLANE PRODUCT LIABILITY	555 PRISON CONDITION(S) - Filed by Counsel FORFEITURE/PENALTY - "4" MONTHS DISCOVERY	895 FREEDOM OF INFORMATION ACT 899 ADMINISTRATIVE PROCEDURES ACT / REVIEW OR APPEAL OF AGENCY DECISION
320 ASSAULT, LIBEL & SLANDER 330 FEDERAL EMPLOYERS' LIABILITY 340 MARINE	TRACK 625 DRUG RELATED SEIZURE OF PROPERTY 21 USC 881	950 CONSTITUTIONALITY OF STATE STATUTES OTHER STATUTES - "8" MONTHS DISCOVERY
345 MARINE PRODUCT LIABILITY 350 MOTOR VEHICLE 355 MOTOR VEHICLE PRODUCT LIABILITY	690 OTHER LABOR - "4" MONTHS DISCOVERY TRACK	TRACK 410 ANTITRUST 850 SECURITIES / COMMODITIES / EXCHANGE
360 OTHER PERSONAL INJURY 362 PERSONAL INJURY - MEDICAL MALPRACTICE	710 FAIR LABOR STANDARDS ACT 720 LABOR/MGMT. RELATIONS 740 RAILWAY LABOR ACT	OTHER STATUTES - "0" MONTHS DISCOVERY TRACK
365 PERSONAL INJURY - PRODUCT LIABILITY 367 PERSONAL INJURY - HEALTH CARE/ PHARMACEUTICAL PRODUCT LIABILITY 368 ASBESTOS PERSONAL INJURY PRODUCT	751 FAMILY and MEDICAL LEAVE ACT 790 OTHER LABOR LITIGATION 791 EMPL. RET. INC. SECURITY ACT	896 ARBITRATION (Confirm / Vacate / Order / Modify)
LIABILITY RTS - PERSONAL PROPERTY - "4" MONTHS	PROPERTY RIGHTS - "4" MONTHS DISCOVERY TRACK	* PLEASE NOTE DISCOVERY
COVERY TRACK 370 OTHER FRAUD 371 TRUTH IN LENDING	B40 TRADEMARK PROPERTY RIGHTS - "8" MONTHS DISCOVERY	TRACK FOR EACH CASE TYPE. SEE LOCAL RULE 26.3
380 OTHER PERSONAL PROPERTY DAMAGE 385 PROPERTY DAMAGE PRODUCT LIABILITY	TRACK 830 PATENT 835 PATENT-ABBREVIATED NEW DRUG	
NKRUPTCY - "0" MONTHS DISCOVERY TRACK 422 APPEAL 28 USC 158 423 WITHDRAWAL 28 USC 157	APPLICATIONS (ANDA) - a/k/a Hatch-Waxman cases	
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lue check if class action under f.r	.Civ.P. 23 DEMAND \$	
RY DEMAND YES NO (CHECK YES)	ONLY IF DEMANDED IN COMPLAINT)	
III. RELATED/REFILED CAS JUDGE	E(S) IF ANY DOCKET NO.	
VIL CASES ARE DEEMED RELATED IF TH	E PENDING CASE INVOLVES: (CHECK APPROPRIAT	E BOX)
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☐ 5. REPETITIVE CASES FILED BY PRO SE L	ITIGANTS. ISE(S) BEING SIMULTANEOUSLY FILED (INCLUDE ABI	BREVIATED STYLE OF OTHER CASE(S)):
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SIGNATURE OF ATTORNEY OF RECORD

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: New England Auto Finance Hit with Illegal Text Message Lawsuit