UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF GEORGIA NEWNAN DIVISION

Nakia Gandy, individually and on behalf of all others similarly situated,

Plaintiff,

Civil Action No:

JURY DEMAND

-v.-

Coast to Coast Financial Solutions, Inc. and John Does 1-25,

Defendants.

CLASS ACTION COMPLAINT

Plaintiff Nakia Gandy (hereinafter, "Plaintiff" or "Gandy"), a Georgia resident, brings this Class Action Complaint by and through her attorneys, against Defendant Coast to Coast Financial Solutions, Inc. (hereinafter "Defendant Coast to Coast"), individually and on behalf of a class of all others similarly situated, pursuant to Rule 23 of the Federal Rules of Civil Procedure, based upon information and belief of Plaintiff's counsel, except for allegations specifically pertaining to Plaintiff, which are based upon Plaintiff's personal knowledge.

INTRODUCTION/PRELIMINARY STATEMENT

1. Congress enacted the Fair Debt Collection Practices Act (hereinafter "FDCPA") in 1977 in response to the "abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors." 15 U.S.C. §1692(a). At that time, Congress was concerned that "abusive debt collection practices contribute to the number of personal bankruptcies, to material instability, to the loss of jobs, and to invasions of individual privacy." *Id.* Congress concluded that "existing laws...[we]re inadequate to protect consumers," and that "'the effective collection of debts" does not require "misrepresentation or other abusive debt collection practices." 15 U.S.C. §§ 1692(b) & (c).

2. Congress explained that the purpose of the Act was not only to eliminate abusive debt collection practices, but also to "insure that those debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged." Id. § 1692(e). After determining that the existing consumer protection laws were inadequate Id § 1692(b), Congress gave consumers a private cause of action against debt collectors who fail to comply with the Act. Id. § 1692k.

JURISDICTION AND VENUE

3. The Court has jurisdiction over this class action pursuant to 28 U.S.C. §1331 and 15 U.S.C. § 1692 et. seq. The Court has pendent jurisdiction over the State law claims in this action pursuant to 28 U.S.C. § 1367(a). 4. Venue is proper in this judicial district pursuant to 28 U.S.C.

§ 1391(b)(2) as this is where a substantial part of the events or omissions giving rise to the claim occurred.

NATURE OF THE ACTION

5. Plaintiff brings this class action on behalf of a class of Georgia consumers under § 1692 et seq. of Title 15 of the United States Code, commonly referred to as "the FDCPA".

6. Plaintiff is seeking damages and declaratory relief.

PARTIES

7. Plaintiff is a resident of the State of Georgia, County of Fayette, residing at 370 Cornwallis Way, Fayetteville, GA 30214.

8. Defendant Coast to Coast is a "debt collector" as the phrase is defined in 15 U.S.C. § 1692(a)(6) and used in the FDCPA with an address at 101 Hodencamp Road, Suite 120, Thousand Oaks, CA 91360.

9. Upon information and belief, Defendant is a company that uses the mail, telephone, and facsimile and regularly engages in business the principal purpose of which is to attempt to collect debts alleged to be due another.

10. John Does 1-25, are fictitious names of individuals and businesses alleged for the purpose of substituting names of Defendants whose identities will be disclosed in discovery and should be made parties to this action.

CLASS ALLEGATIONS

11. Plaintiff brings this claim on behalf of the following case, pursuant to Fed. R. Civ. P. 23(a) and 23(b)(3).

- 12. The Class consists of:
 - a. all individuals with addresses in the State of Georgia;
 - b. to whom Coast to Coast sent a collection letter attempting to collect a consumer debt;
 - c. regarding collection of a debt;
 - d. that imposed an additional processing fee for online and phone payments;
 - e. which letter was sent on or after a date one (1) year prior to the filing of this action and on or before a date twenty-one (21) days after the filing of this action.

13. The identities of all class members are readily ascertainable from the records of Defendants and those companies and entities on whose behalf they attempt to collect and/or have purchased debts.

14. Excluded from the Plaintiff Class are the Defendants and all officer, members, partners, managers, directors and employees of the Defendants and their respective immediate families, and legal counsel for all parties to this action, and all members of their immediate families.

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15. There are questions of law and fact common to the Plaintiff Class, which common issues predominate over any issues involving only individual class members. The principal issue is whether the Defendants' written communications to consumers, in the forms attached as Exhibit A, violate 15 U.S.C. §§ 1692e and 1692f.

16. The Plaintiff's claims are typical of the class members, as all are based upon the same facts and legal theories. The Plaintiff will fairly and adequately protect the interests of the Plaintiff Class defined in this complaint. The Plaintiff has retained counsel with experience in handling consumer lawsuits, complex legal issues, and class actions, and neither the Plaintiff nor her attorneys have any interests, which might cause them not to vigorously pursue this action.

17. This action has been brought, and may properly be maintained, as a class action pursuant to the provisions of Rule 23 of the Federal Rules of Civil Procedure because there is a well-defined community interest in the litigation:

- a. <u>Numerosity:</u> The Plaintiff is informed and believe, and on that basis allege, that the Plaintiff Class defined above are so numerous that joinder of all members would be impractical.
- b. <u>Common Questions Predominate:</u> Common questions of law and fact exist as to all members of the Plaintiff Class and those questions predominance over any questions or issues involving only individual

class members. The principal issue is whether the Defendants' written communications to consumers, in the forms **attached as Exhibit A** violate 15 § 1692e and §1692f.

- c. <u>Typicality</u>: The Plaintiff's claims are typical of the claims of the class members. The Plaintiff and all members of the Plaintiff Class have claims arising out of the Defendants' common uniform course of conduct complained of herein.
- d. <u>Adequacy:</u> The Plaintiff will fairly and adequately protect the interests of the class members insofar as Plaintiff has no interests that are adverse to the absent class members. The Plaintiff is committed to vigorously litigating this matter. Plaintiff has also retained counsel experienced in handling consumer lawsuits, complex legal issues, and class actions. Neither the Plaintiff nor her counsel have any interests which might cause them not to vigorously pursue the instant class action lawsuit.
- e. <u>Superiority:</u> A class action is superior to the other available means for the fair and efficient adjudication of this controversy because individual joinder of all members would be impracticable. Class action treatment will permit a large number of similarly situated persons to prosecute their common claims in a single forum

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efficiently and without unnecessary duplication of effort and expense that individual actions would engender.

18. Certification of a class under Rule 23(b)(3) of the Federal Rules of Civil Procedure is also appropriate in that the questions of law and fact common to members of the Plaintiff Class predominate over any questions affecting an individual member, and a class action is superior to other available methods for the fair and efficient adjudication of the controversy.

19. Depending on the outcome of further investigation and discovery, Plaintiff may, at the time of class certification motion, seek to certify a class(es) only as to particular issues pursuant to Fed. R. Civ. P. 23(c)(4).

FACTUAL ALLEGATIONS

20. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs numbered above herein with the same force and effect as if the same were set forth at length herein.

21. Some time prior to January 2, 2018, an obligation was allegedly incurred to Waste Industries.

22. The obligation arose out of a transaction involving a debt allegedly incurred by Plaintiff with Waste Industries the services of which were incurred primarily for personal, family or household purposes.

23. The alleged Waste Industries obligation is a "debt" as defined by 15U.S.C.§ 1692a(5).

24. Waste Industries is a "creditor" as defined by 15 U.S.C.§ 1692a(4).

25. Waste Industries contracted with the Defendant to collect the alleged debt.

26. Defendant collects and attempts to collect debts incurred or alleged to have been incurred for personal, family or household purposes on behalf of creditors using the United States Postal Services, telephone and internet.

Violation – January 2, 2018 Collection Letter

27. On or about January 2, 2018, Defendant sent Plaintiff a collection letter (the "Letter") regarding the alleged debt owed to Waste Industries. **See January**

2, 2018 Collection Letter – Attached hereto as Exhibit A.

28. The collection letter indicated that Defendant charges a \$5.00 processing fee for online and phone payments.

29. Plaintiff did not agree to such a collection charge.

30. The addition of this collection fee by Defendant which was not authorized by the agreement creating the debt or permitted by law, was an attempt to collect an amount not owed by Plaintiff. 31. Defendant misled and deceived Plaintiff into the belief that she falsely owed an additional \$5.00 of the debt, when this charge is a violation of the FDCPA.

32. Plaintiff incurred an informational injury as Defendant provided her with false information as to the amount she actually owed on the alleged debt.

33. As a result of Defendant's deceptive misleading and false debt collection practices, Plaintiff has been damaged.

<u>COUNT I</u> VIOLATIONS OF THE FAIR DEBT COLLECTION PRACTICES ACT 15 U.S.C. §1692e *et seq*.

34. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs above herein with the same force and effect as if the same were set forth at length herein.

35. Defendant's debt collection efforts attempted and/or directed towards the Plaintiff violated various provisions of the FDCPA, including but not limited to 15 U.S.C. § 1692e.

36. Pursuant to 15 U.S.C. §1692e, a debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt.

37. Defendant violated said section by:

a. Making a false and misleading representation in violation of §1692e(10).

38. By reason thereof, Defendant is liable to Plaintiff for judgment that Defendant's conduct violated Section 1692e et seq. of the FDCPA, actual damages, statutory damages, costs and attorneys' fees.

<u>COUNT II</u> VIOLATIONS OF THE FAIR DEBT COLLECTION PRACTICES ACT 15 U.S.C. §1692f *et seq*.

39. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs above herein with the same force and effect as if the same were set forth at length herein.

40. Defendant's debt collection efforts attempted and/or directed towards the Plaintiff violated various provisions of the FDCPA, including but not limited to 15 U.S.C. § 1692f.

41. Pursuant to 15 U.S.C. §1692f, a debt collector may not use any unfair or unconscionable means in connection with the collection of any debt.

42. Defendant violated this section by

a. unfairly advising Plaintiff that she owed Defendant more money than the amount of her debt; and

b. attempting to collect an amount not expressly authorized by the underlying agreement creating the debt or permitted by law in violation of § 1692f(1).

43. By reason thereof, Defendant is liable to Plaintiff for judgment that Defendant's conduct violated Section 1692f et seq. of the FDCPA, actual damages, statutory damages, costs and attorneys' fees.

DEMAND FOR TRIAL BY JURY

44. Pursuant to Rule 38 of the Federal Rules of Civil Procedure, Plaintiff hereby requests a trial by jury on all issues so triable.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff Nakia Gandy, individually and on behalf of all others similarly situated, demands judgment from Defendant Coast to Coast Financial Solutions, Inc. as follows:

1. Declaring that this action is properly maintainable as a Class Action and certifying Plaintiff as Class representative, and Jonathan B. Mason, Esq. as Class Counsel;

- 2. Awarding Plaintiff and the Class statutory damages;
- 3. Awarding Plaintiff and the Class actual damages;

4. Awarding Plaintiff costs of this Action, including reasonable attorneys' fees and expenses;

5. Awarding pre-judgment interest and post-judgment interest; and

6. Awarding Plaintiff and the Class such other and further relief as this

Court may deem just and proper.

Dated: August 7, 2018

Respectfully Submitted,

MASON LAW GROUP, P.C.

/s/ Jonathan B. Mason Jonathan B. Mason, Esq. Georgia Bar No. 475659 Mason Law Group, P.C. 1100 Peachtree St. NE, Ste 200 Atlanta, GA 30309 Phone: 404-920-8040 Fax: 404-920-8039 jmason@atlshowbizlaw.com *Attorneys for Plaintiff*

Certificate of Compliance With Local Rule 7.1D

Pursuant to Local Rule 7.1D, the undersigned counsel certifies that this document has been prepared using Times New Roman 14-point font.

This 7th day of August, 2018

Respectfully Submitted,

<u>/s/ Jonathan B. Mason</u> Jonathan B. Mason Georgia Bar No. 475659 Case 3:18-cv-00085-TCB-RGV Document 1-1 Filed 08/07/18 Page 1 of 2

EXHIBIT A

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COAST TO COAST FINANCIAL SOLUTIONS

(0) Holloneomp Rd Str 120 | Thursand Oaks, UA 91400 | \$77,270,2737 | Mon. 10 Same Spiritants

DATE: 01/02/18 RE: WASTE INDUSTRIES

ACCOUNT NO: 10000009397

61

PHONE: (877) 270-2237 WEB PAY: WWW.VPAYMENT.NET

OUR FILE NO:	\$ 80-4
PRINCIPAL DUE:	\$ 75.00
INTEREST DUE:	\$ 80
TOTAL DUE:	\$ 75.80

THIS ACCOUNT REMAINS UNPAID AND IS INCREASINGLY PAST DUE.

YOU OWE THIS DELINQUENT BALANCE OF \$75.80 TO OUR CLIENT, WASTE INDUSTRIES. WE ARE CONTACTING YOU ON THEIR BEHALF TO ENSURE THAT THIS PAYMENT IS MADE.

TO PAY THIS BILL, CONTACT US AT (877) 270-2237, PAY ONLINE AT <u>WWW.VPAYMENT.NET</u>. OR USE THE PAYMENT COUPON BELOW. WE WILL WORK WITH YOU IN ANY REASONABLE WAY TO ENABLE PAYMENT. WETHER IT WILL BE IN A LUMP SUME OR MONTHLY INSTALLMENTS. A \$5.00 FEE MAY APPLY TO ONLINE AND PHONE PAYMENTS, WHERE APPLICABLE.

WHEN YOUR OBLIGATION HAS BEEN RESOLVED, WE WILL CLEAR THIS RECORD FROM OUR ACTIVE COLLECTION FILES.

COAST TO COAST FINANCIAL SOLUTIONS, INC. IS A DEBT COLLECTOR. THIS IS AN ATTEMPT TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

	HIS PORTION WITH YOUR PAYMENT*** ▼ IF PAYING BY VISA OR MASTERCARD GO TO WWW VPAYMENT NET OR COMPLETE BELOW			
VISA	VISA	Master(ard	
CARD NUMBER	EXP D	ATE BILLING ZIP	SECURITY COD	
SIGNATURE	SIGNATURE PRINTED NAME			
OUR FILE NO:	ACCO	UNT NO: 9397	AMOUNT \$ 75.80	
▼ SEND ALL PAYMENTS TO ▼				
ala				
	Coast to Coast Financial			
		CA 91358-20	86	
	VISA CARD NUMBER SIGNATURE OUR FILE NO: ■280-4 ▼ SEND ŋl···]ŋ Coast to PO Box	OR COMPI VISA USA CARD NUMBER EXP D SIGNATURE PRINT OUR FILE NO: 280-4 ▼ SEND ALL PAY yl····]yi]ji]iji]ji]iji Coast to Coast Fi PO Box 2086	OR COMPLETE BELOW VISA VISA MasterC CARD NUMBER EXP DATE BILLING ZIP SIGNATURE PRINTED NAME OUR FILE NO: ACCOUNT NO: 280-4 9397 ▼ SEND ALL PAYMENTS TO ▼ 111111111111111111111111111111111111	

JS44 (Rev. 11/16 NDGA) ase 3:18-cv-00085-TCB-ROVIL DOGWERSHEEF iled 08/07/18 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)		DEFENDANT(S)		
Nakia Gandy, individually and on behalf of all others similarly situated		Coast to Coast Financial Solutions, Inc. and John Does 1-25,		
(b) COUNTY OF RESIDENCE OF FIRST LISTED PLAINTIFF Fayette (EXCEPT IN U.S. PLAINTIFF CASES)		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, ADDRESS, TELEPHONE NUMBER, AND		ATTORNEYS (IF KNOWN)		
E-MAIL ADDRESS) Jonathan B. Mason, Esq. Mason Law Group, P.C. 1100 Peachtree Street, NE, Suite 200 Atlanta, GA 30309 404.920.8040 jmason@atlshowbizlaw.cor	n			
II. BASIS OF JURISDICTION (PLACE AN "X" IN ONE BOX ONLY)	. –	ZENSHIP OF PRINCIPAL PARTIES IN "X" IN ONE BOX FOR PLAINTIFF AND ONE BOX FOR DEFENDANT) (FOR DIVERSITY CASES ONLY)		
1 U.S. GOVERNMENT PLAINTIFF Image: 3 General Question (U.S. GOVERNMENT NOT A PARTY) 2 U.S. GOVERNMENT DEFENDANT Image: 4 Diversity (INDICATE CITIZENSHIP OF PARTIES IN ITEM III)		DEF PLF DEF 1 CITIZEN OF THIS STATE 4 4 2 CITIZEN OF ANOTHER STATE 5 5 3 CITIZEN OR SUBJECT OF A 6 6		
IV. ORIGIN Proceeding (PLACE AN "X "IN ONE BOX ONLY) Image: Proceeding proceeding 2 REMOVED FROM STATE COURT 3 REMANDED FROM APPELLATE COURT 4 REINSTATED OR REOPENED 5 ANOTHER DISTRICT (Specify District) 6 LITIGATION - TRANSFER 7 APPELL TO DISTRICT JUDGE JUDGMENT				
MULTIDISTRICT 8 LITIGATION - DIRECT FILE				
V. CAUSE OF ACTION (CITE THE U.S. CIVIL STATUTE UNDER WHICH YOU ARE FILING AND WRITE A BRIEF STATEMENT OF CAUSE - DO NOT CITE JURISDICTIONAL STATUTES UNLESS DIVERSITY) 15 U.S.C. 1692 et seq. Fair Debt Collection Practices Act ("FDCPA") - Defendant sent a false, deceptive and misleading collection letter to Plaintiff in violation of the FDCPA.				
(IF COMPLEX, CHECK REASON BELOW)				
\Box 1. Unusually large number of parties.	_	Problems locating or preserving evidence		
2. Unusually large number of claims or defenses.		nding parallel investigations or actions by government.		
3. Factual issues are exceptionally complex	_	ltiple use of experts.		
4. Greater than normal volume of evidence.	_	ed for discovery outside United States boundaries.		
\Box 5. Extended discovery period is needed.	∐ 10. Exis	ence of highly technical issues and proof.		
CONTINUED ON REVERSE				
FOR OFFICE USE ONLY RECEIPT # AMOUNT \$	APPLYIN	3 IFP MAG. JUDGE (IFP)		

NATURE OF SUIT

CAUSE OF ACTION

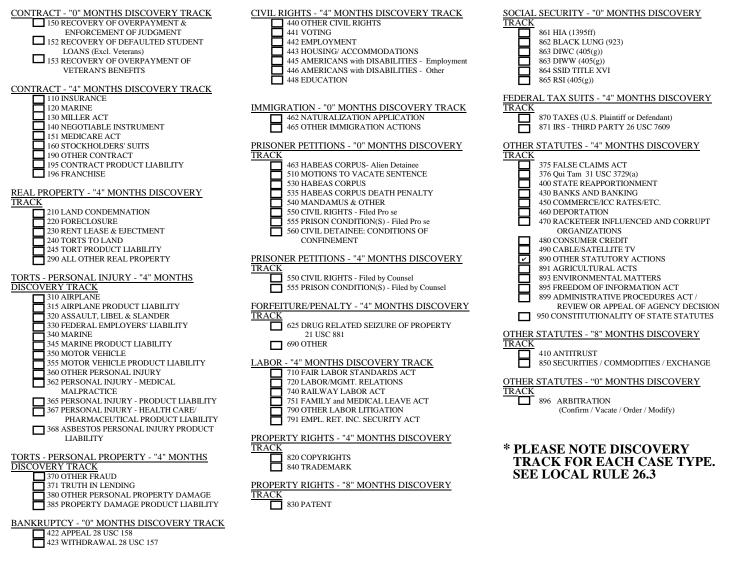
JUDGE

MAG. JUDGE

(Referral)

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VI. NATURE OF SUIT (PLACE AN "X" IN ONE BOX ONLY)



VII. REQUESTED IN COMPLAINT:

└ CHECK IF CLASS ACTION UNDER F.R.Civ.P. 23 DEMAND \$______ JURY DEMAND └ YES □ NO (CHECK YES <u>ONLY</u> IF DEMANDED IN COMPLAINT)

VIII. RELATED/REFILED CASE(S) IF ANY

JUDGE_

DOCKET NO._

CIVIL CASES ARE DEEMED RELATED IF THE PENDING CASE INVOLVES: (CHECK APPROPRIATE BOX)

- **1. PROPERTY INCLUDED IN AN EARLIER NUMBERED PENDING SUIT.**
- □ 2. SAME ISSUE OF FACT OR ARISES OUT OF THE SAME EVENT OR TRANSACTION INCLUDED IN AN EARLIER NUMBERED PENDING SUIT.
- □ 3. VALIDITY OR INFRINGEMENT OF THE SAME PATENT, COPYRIGHT OR TRADEMARK INCLUDED IN AN EARLIER NUMBERED PENDING SUIT.
- 4. APPEALS ARISING OUT OF THE SAME BANKRUPTCY CASE AND ANY CASE RELATED THERETO WHICH HAVE BEEN DECIDED BY THE SAME BANKRUPTCY JUDGE,
- □ 5. REPETITIVE CASES FILED BY PRO SE LITIGANTS.
- 6. COMPANION OR RELATED CASE TO CASE(S) BEING SIMULTANEOUSLY FILED (INCLUDE ABBREVIATED STYLE OF OTHER CASE(S)):

□ 7. EITHER SAME OR ALL OF THE PARTIES AND ISSUES IN THIS CASE WERE PREVIOUSLY INVOLVED IN CASE NO. DISMISSED. This case

, WHICH WAS

/s/ Jonathan B. Mason

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Coast to Coast Financial Solutions Sued by Georgia Consumer Over Allegedly Unlawful Payment</u> <u>Processing Fee</u>