UNITED STATES DISTRICT COURT DISTRICT OF DELAWARE

Christopher Jacobs,	individually	and on	behalf	of all	others
similarly situated;					

Plaintiff,

Civil Action No: _____

CLASS ACTION COMPLAINT
DEMAND FOR JURY TRIAL

-v.-

McCarthy, Burgess & Wolff, Inc. and John Does 1-25,

Defendant(s).

Plaintiff Christopher Jacobs (hereinafter, "Plaintiff" or "Jacobs"), brings this Class Action Complaint by and through his attorneys, Garibian Law Offices, P.C., against Defendant McCarthy, Burgess & Wolff, Inc. (hereinafter "MB&W"), 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

1. Congress enacted the 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

- 1. The Court has jurisdiction over this class action pursuant to 28 U.S.C. § 1331, 15 U.S.C. § 1692 et. seq. and 28 U.S.C. § 2201. The Court also has pendent jurisdiction over the State law claims in this action pursuant to 28 U.S.C. § 1367(a).
- 2. Venue is proper in this judicial district pursuant to 28 U.S.C. § 1391(b)(2) as this is where the majority of acts and omissions occurred.

NATURE OF THE ACTION

- 3. Plaintiff brings this class action on behalf of a class of consumers under §1692 et seq. of Title 15 of the United States Code, commonly referred to as the Fair Debt Collections Practices Act ("FDCPA"), and
 - 4. Plaintiff is seeking damages and declaratory and injunctive relief.

PARTIES

5. Plaintiff is a resident of the State of Delaware, County of Kent, residing at 310 Northdown Drive, Dover, DE 19904.

- 6. Defendant McCarthy, Burgess & Wolff, Inc. 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 26000 Cannon Road, Cleveland, Ohio 44146.
- 7. Upon information and belief, Defendant MB&W 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.
- 8. 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

- 9. Plaintiffs bring this claim on behalf of the following case, pursuant to Fed. R. Civ. P. 23(a) and 23(b)(3).
 - 10. The Class consists of:
 - a. all individuals;
 - b. who were sent an "offer to settle letter," from Defendant MB&W;
 - c. whose letter deceptively offers to settle for the full balance and threateningly requires that payment be made in an unreasonable amount of time;
 - d. 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.
- 11. 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.
- 12. Excluded from the Plaintiff Classes 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.

- 13. There are questions of law and fact common to the Plaintiff Classes, 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 Exhibits A, violate 15 U.S.C. §§ 1692e.
- 14. The Plaintiffs' claims are typical of the class members, as all are based upon the same facts and legal theories. The Plaintiffs will fairly and adequately protect the interests of the Plaintiff Classes defined in this complaint. The Plaintiffs have retained counsel with experience in handling consumer lawsuits, complex legal issues, and class actions, and neither the Plaintiffs nor their attorneys have any interests, which might cause them not to vigorously pursue this action.
- 15. 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:
 - e. <u>Numerosity:</u> The Plaintiffs are informed and believe, and on that basis allege, that the Plaintiff Classes defined above are so numerous that joinder of all members would be impractical.
 - f. <u>Common Questions Predominate:</u> Common questions of law and fact exist as to all members of the Plaintiff Classes 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 USC §1692e.

- g. **Typicality:** The Plaintiffs' claims are typical of the claims of the class members.

 The Plaintiffs and all members of the Plaintiff Classes have claims arising out of the Defendants' common uniform course of conduct complained of herein.
- h. Adequacy: The Plaintiffs will fairly and adequately protect the interests of the class members insofar as Plaintiffs have no interests that are adverse to the absent class members. The Plaintiffs are committed to vigorously litigating this matter. Plaintiffs have also retained counsel experienced in handling consumer lawsuits, complex legal issues, and class actions. Neither the Plaintiffs nor their counsel have any interests which might cause them not to vigorously pursue the instant class action lawsuit.
- i. <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 efficiently and without unnecessary duplication of effort and expense that individual actions would engender.
- 16. 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 Classes 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.
- 17. Depending on the outcome of further investigation and discovery, Plaintiffs 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

- 18. 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.
- 19. Some time prior to November 13, 2017, an obligation was allegedly incurred to Verizon.
- 20. The Verizon obligation arose out of transactions in which money, property, insurance or services, which are the subject of the transaction, were primarily for personal, family or household purposes, specifically personal telecommunication services.
 - 21. The alleged Verizon obligation is a "debt" as defined by 15 U.S.C.\(\) 1692a(5).
- 22. Defendant MB&W is a "debt collector" as defined in 15 U.S.C. § 1692a(6) of the FDCPA.
 - 23. Creditor Verizon contracted the Defendant MB&W to collect the alleged debt.
- 24. Defendant MB&W 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 I – November 13, 2017 Collection Letter

- 25. On or around November 13, 2017 the Plaintiff received a collection letter from Defendant. (See Letter attached hereto as Exhibit A).
 - 26. Defendant's letter was an attempt to collect the debt listed as "Amount: \$499.90".
- 27. Immediately under the current balance, Defendant's letter states: "RE: SETTLEMENT OFFER."

- 28. The letter continues, "We would like to extend you an offer to settle your past due account for .00% off the full balance, or \$499.90"
- 29. This statement is deceiving and misleading on its face as Defendant's offered "Settlement Amount" is not a reduced offer of settlement, but merely payment in full.
- 30. Furthermore, the letter states, "we request that payment of the settlement offer amount be made on or before November 28, 2017. Please be advised that we are not obligated to renew this offer"
- 31. Defendant's letter contains an expiring offer, whereby the consumer only has fourteen days to accept.
 - 32. This is merely a deceptive tactic to coerce a rushed payment from Defendant.
- 33. Such language is especially egregious in this specific instance, as the stated "Settlement Amount" is not a reduced offer of settlement at all.
- 34. Furthermore, Defendant's expiring offer is deceiving and misleading on its face as the Plaintiff is entitled to always make a payment in full, even beyond the stated fourteen day "offer".
- 35. As a result of Defendant's deceptive and misleading statement Plaintiff has been harmed.

VIOLATIONS OF THE FAIR DEBT COLLECTION PRACTICES ACT 15 U.S.C. §1692e et seq.

- 36. 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.
- 37. 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.

- 38. 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.
- 39. Defendants made deceptive and misleading representations when they communicated to Plaintiff and failed to clearly state the identity of the current creditor to whom the debt is owed, in violation of 15 U.S.C. §§1692e, 1692e(2), 1692e(5) and 1692e(10).
- 40. 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.

DEMAND FOR TRIAL BY JURY

41. 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 Christopher Jacobs, individually and on behalf of all others similarly situated, demands judgment from Defendant McCarthy, Burgess & Wolff, Inc., as follows:

- Declaring that this action is properly maintainable as a Class Action and certifying
 Plaintiff as Class representative, and Antranig Garibian, 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: February 23, 2018

Respectfully Submitted,

GARIBIAN LAW OFFICES, P.C.

/s/ Antranig Garibian
Antranig Garibian, Esq. (Bar No. 4962)
1010 N. Bancroft Parkway, Suite 22
Wilmington, DE 19805
(302) 722-6885
ag@garibianlaw.com
Counsel for Plaintiff Christopher Jacobs

EXHIBIT A

26000 CANNON ROAD CLEVELAND, OH 44146

CHRISTOPHER JACOBS

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MCCARTHY, BURGESS (5) WOLFF
A Collection Agency

11/13/17

THE MB&W BUILDING 26000 Cannon Road Cleveland, Ohio 44146 Phone 888-817-1750

Date: Creditor 11/13/17 Verizon

Account #: Reference #:

9645

Amount:

9645 \$499.90

MCAR/7S002/ 705064903051

13414/000006707/0000000025

RE: Settlement Offer

Dear CHRISTOPHER JACOBS:

We would like to extend you an offer to settle your past due account for .00% off the full balance, or \$499.90. We request that payment of the settlement amount be made on or before November 28, 2017. Please be advised that we are not obligated to renew this offer.

For your convenience, we accept payments over the phone or via our website at www.mbwpay.com.

If you are unable to make payment now, but wish to take advantage of this offer, please contact me at 1(888)817-1750 as soon as possible. Our office hours are Monday through Thursday 8:30am to 9:00pm and Fridays 8:30am to 5:00pm.

PLEASE SEE REVERSE FOR IMPORTANT CONSUMER RIGHTS INFORMATION.

Regards,

Steven Ganss

Steven Ganss 855-832-8033 EXT. 4797 customerservice@mbandw.com www.mbandw.com

This communication is from a debt collector.

This is an attempt to collect a debt and any information obtained will be used for those purposes.

3

PLEASE INCLUDE REMIT SECTION WITH YOUR PAYMENT.

DATE ACCOUNT # REFERENCE # TOTAL DUE \$499.90

Payment should be made payable to Verizon. Please send payment and correspondence to:

When you provide a check as payment, you authorize us to use the information from your check to make a one time electronic transfer from your account. In certain circumstances, such as for technical or processing reasons, we may process your payment as a check transaction. If you wish to opt out, you may send payment in the form of a money order, certified check or by writing to us.

McCarthy, Burgess & Wolff, Inc. 26000 CANNON ROAD CLEVELAND, OH 44146

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provided by local rules of court purpose of initiating the civil de	This form, approved by thocket sheet. (SEE INSTRUC	he Judicial Conference of the TIONS ON NEXT PAGE OF THE	ne United States in September 1 HIS FORM.)	974, is required for the use of	the Clerk of Court for the		
L (a) PLAINTIFFS Christopher Jacobs, individually and on behalf of all others similarly situated (b) County of Residence of First Listed Plaintiff (EXCEPT IN U.S. PLAINTIFF CASES)			DEFENDANTS McCarthy, Burgess & Wolff, Inc. and John Does 1-25				
			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, Antranig Garibian, Esq. 0 1010 N. Bancroft Pkwy, 9 P:(302) 722-6885 E: ag	Garibian Law Offices, l Ste 22, Wilmington, DI	PC	Attorneys (If Known)				
II. BASIS OF JURISDI	CTION (Place an "X" in C	ne Box Only)		RINCIPAL PARTIES	(Place an "X" in One Box for Plaintif		
☐ 1 U.S. Government Plaintiff	■ 3 Federal Question (U.S. Government Not a Party)		(For Diversity Cases Only) PT Citizen of This State	TF DEF 1			
☐ 2 U.S. Government Defendant	•		Citizen of Another State				
			Citizen or Subject of a Foreign Country	3 🗖 3 Foreign Nation	□ 6 □ 6		
IV. NATURE OF SUIT		nly) DRTS	FORFEITURE/PENALTY	Click here for: Nature of BANKRUPTCY	of Suit Code Descriptions. OTHER STATUTES		
□ 110 Insurance □ 120 Marine □ 130 Miller Act □ 140 Negotiable Instrument □ 150 Recovery of Overpayment & Enforcement of Judgment □ 151 Medicare Act □ 152 Recovery of Defaulted Student Loans (Excludes Veterans) □ 153 Recovery of Overpayment of Veteran's Benefits □ 160 Stockholders' Suits □ 190 Other Contract □ 195 Contract Product Liability □ 196 Franchise REAL PROPERTY □ 210 Land Condemnation □ 220 Foreclosure □ 230 Rent Lease & Ejectment □ 240 Torts to Land □ 245 Tort Product Liability □ 290 All Other Real Property	PERSONAL INJURY 310 Airplane 315 Airplane Product Liability 320 Assault, Libel & Slander 330 Federal Employers' Liability 340 Marine 345 Marine Product Liability 350 Motor Vehicle Product Liability 360 Other Personal Injury 360 Personal Injury Medical Malpractice CIVIL RIGHTS 440 Other Civil Rights 441 Voting 442 Employment 443 Housing/ Accommodations 445 Amer. w/Disabilities - Employment 446 Amer. w/Disabilities - Other 448 Education	PERSONAL INJURY 365 Personal Injury - Product Liability 367 Health Care/ Pharmaceutical Personal Injury Product Liability 368 Asbestos Personal Injury Product Liability 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage 385 Property Damage Product Liability PRISONER PETITIONS Habeas Corpus: 463 Alien Detainee 510 Motions to Vacate Sentence 530 General 535 Death Penalty Other: 540 Mandamus & Other 550 Civil Rights 555 Prison Condition 560 Civil Detainee - Conditions of Confinement	☐ 625 Drug Related Seizure of Property 21 USC 881 ☐ 690 Other	□ 422 Appeal 28 USC 158 □ 423 Withdrawal 28 USC 157 PROPERTY RIGHTS □ 820 Copyrights □ 830 Patent □ 835 Patent - Abbreviated New Drug Application □ 840 Trademark SOCIAL SECURITY □ 861 HIA (1395ff) □ 862 Black Lung (923) □ 863 DIWC/DIWW (405(g)) □ 864 SSID Title XVI □ 865 RSI (405(g)) FEDERAL TAX SUITS □ 870 Taxes (U.S. Plaintiff or Defendant) □ 871 IRS—Third Party 26 USC 7609	□ 375 False Claims Act □ 376 Qui Tam (31 USC		
	moved from te Court Cite the U.S. Civil State Fair Debt Collect Brief description of ca	Appellate Court tute under which you are fi ion Practices Act - 15 use:	Reopened Anothe (specify, illing (Do not cite jurisdictional stat USC Sect. 1692 et seq.	utes unless diversity):			
VII. REQUESTED IN COMPLAINT:		IS A CLASS ACTION	isleading and deceptive c DEMAND \$		if demanded in complaint: Yes □No		
VIII. RELATED CASI	E(S) (See instructions):	JUDGE		DOCKET NUMBER			
DATE 02/23/2018 FOR OFFICE USE ONLY		SIGNATURE OF ATTOR /s/Antranig Garibi					
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INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

The JS 44 civil cover sheet and the information contained herein neither replaces nor supplements the filings and service of pleading or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. Consequently, a civil cover sheet is submitted to the Clerk of Court for each civil complaint filed. The attorney filing a case should complete the form as follows:

- **I.(a) Plaintiffs-Defendants.** Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
 - (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
 - (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.Cv.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.
 - United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here. United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.
 - Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.
 - Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; **NOTE: federal question actions take precedence over diversity cases.**)
- **III. Residence** (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- **IV. Nature of Suit.** Place an "X" in the appropriate box. If there are multiple nature of suit codes associated with the case, pick the nature of suit code that is most applicable. Click here for: Nature of Suit Code Descriptions.
- **V. Origin.** Place an "X" in one of the seven boxes.
 - Original Proceedings. (1) Cases which originate in the United States district courts.
 - Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.
 - Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.
 - Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date. Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.
 - Multidistrict Litigation Transfer. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407
 - Multidistrict Litigation Direct File. (8) Check this box when a multidistrict case is filed in the same district as the Master MDL docket. **PLEASE NOTE THAT THERE IS NOT AN ORIGIN CODE 7.** Origin Code 7 was used for historical records and is no longer relevant due to changes in statue.
- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity. Example: U.S. Civil Statute: 47 USC 553 Brief Description: Unauthorized reception of cable service
- **VII. Requested in Complaint.** Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P. Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction. Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases. This section of the JS 44 is used to reference related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

Date and Attorney Signature. Date and sign the civil cover sheet.

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: McCarthy, Burgess & Wolff Debt Settlement Offer Subject of Class Action Lawsuit