UNITED STATES DISTRICT COURT EASTERN DISTRICT OF NEW YORK

YISROEL LIPSKIER on behalf of himself and all other similarly situated consumers

Plaintiff,

-against-

ZWICKER & ASSOCIATES, P.C.

Defendant.

CLASS ACTION COMPLAINT

Introduction

Plaintiff Yisroel Lipskier seeks redress for the illegal practices of Zwicker & Associates,
 P.C., concerning the collection of debts, in violation of the Fair Debt Collection
 Practices Act, 15 U.S.C. § 1692, et *seq.* ("FDCPA").

Parties

- 2. Plaintiff is a citizen of the State of New York who resides within this District.
- 3. Plaintiff is a consumer as that term is defined by Section 1692(a)(3) of the FDCPA, in that the alleged debt that Defendant sought to collect from Plaintiff is a consumer debt.
- Upon information and belief, Defendant's principal place of business is located in Andover, Massachusetts.
- 5. Defendant is regularly engaged, for profit, in the collection of debts allegedly owed by consumers.
- 6. Defendant is a "debt collector" as that term is defined by the FDCPA, 15 U.S.C. § 1692(a)(6).

Jurisdiction and Venue

- This Court has federal question jurisdiction under 15 U.S.C. § 1692k(d) and 28 U.S.C. § 1331.
- 8. Venue is proper in this district pursuant to 28 U.S.C. § 1391(b), as the acts and transactions that give rise to this action occurred, in substantial part, in this district.

Allegations Particular to Yisroel Lipskier

- 9. Upon information and belief, on a date better known by Defendant, Defendant began to attempt to collect an alleged consumer debt from the Plaintiff.
- 10. On or about December 30, 2017, Defendant sent the Plaintiff collection letters seeking to collect a balance allegedly incurred for personal purposes regarding respective accounts purportedly owed to American Express.
- 11. The said letters identified the amount owing by saying: "As of the date of this letter you owe . . ." words that imply that the balance may increase at a later stage.
- 12. In other words, the said language implies that <u>as of the date of the said letters</u>, the Plaintiff owes the amounts stated in the respective letters, and that the balance may change as interest or other charges may be added to the balance owed in the future.
- 13. The fact that no interest was accruing as of the date of the said letters, and that no charges or fees had accrued, the language of "As of the date of this letter you owe . . ." only serves to confuse the least sophisticated consumer as to whether interest, fees or other charges may be added to the respective balances in the future. See <u>Chuway v.</u> <u>National Action Financial Services</u>, 362 F.3d 944 (7th Cir.2004). (Letter stating the balance but inviting the debtor to call to obtain "the most current balance information" creates doubt as to whether the balance stated is increasing and violates the FDCPA

unless an explanation is provided.)

- 14. While it is typical for collection letters to state an "amount due" or a "current balance", it is not typical for a letter to state that the amount owed is as of a specific date as such language would imply the potential of a different balance on a different date. See <u>Islam</u> <u>v. Am. Recovery Serv.</u>, 2017 U.S. Dist. LEXIS 180415 ("The language in the collection letter "as of the date of this letter" suggests that the debt is in a dynamic state "as of the date" suggests that on a different date, the amount of the debt may be different and, of course, anyone would understand that it won't get any smaller without payment. But the undisputed fact is that, contrary to this suggestion, the amount of this debt will never be different, never get greater. The debtor has therefore been subtly incentivized to pay now to avoid paying more later, when, in fact, there never would be "more later." Defendant receives money that it might not have received but for the language "as of the date of this letter." The debtor has thus been misled or deceived.")
- 15. If the Defendant had intended to add interest, fees or other charges onto these accounts, then it is bound to disclose that the balance may increase due to interest and fees. See <u>Avila v. Riexinger & Associates, LLC</u>, 817 F.3d 72, (2d Cir. 1016).
- 16. The sole purpose of the Defendant's statement "As of the date of this letter you owe . . ." was to coerce the Plaintiff into paying immediately.
- 17. The FDCPA requires debt collectors, when notifying consumers of their account balance, to disclose that the balance may increase due to interest and fees; failure to include such disclosures would harm consumers such as the Plaintiff who may hold the reasonable but mistaken belief, that timely payment will satisfy their debts and it would abrogate the Congressional purpose of full and fair disclosure to consumers that is

embodied in Section 1692e.

- Collection notices that state only the balance due, but do not disclose that the balance might increase due to interest and fees, are "misleading" within the meaning of Section 1692e.
- The Defendant violated 15 U.S.C. § 1692e(2)(A) for misrepresenting the amount of the debt owed by the Plaintiff.
- 20. 15 U.S.C. § 1692e of the FDCPA provides:

A debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt. Without limiting the general application of the foregoing, the following conduct is a violation of this section:

(2) The false representation of --

(A) the character, amount, or legal status of any debt; or

(10) the use of any false representation or deceptive means to collect or attempt to collect any debt or to obtain information concerning a consumer.

21. 15 U.S.C. § 1692g of the FDCPA provides:

(a) Within five days after the initial communication with a consumer in connection with the collection of any debt, a debt collector shall, unless the following information is contained in the initial communication or the consumer has paid the debt, send the consumer a written notice containing-

(1) the amount of the debt.

- 22. The Defendant failed to provide the consumer with the actual amount of the debt in its initial communications with the Plaintiff.¹
- 23. The said letters are standardized form letters.

¹ <u>Beauchamp v. Fin. Recovery Services, Inc.</u>, 2011 U.S. Dist. LEXIS 25512, 2011 WL 891320, at *2 (S.D.N.Y. Mar. 14, 2011). (Ultimately, the critical question [in determining whether a communication violates the F.D.C.P.A.] is . . . whether the notice fails to convey the required information clearly and effectively and thereby makes the least sophisticated consumer uncertain as to the [6] meaning of the message. . . . letter may, in violation of 15 U.S.C. § 1692g, make the least sophisticated consumer uncertain as to her rights and confused about the total amount she owes where the "[1]etter provides that the outstanding balance may increase".)

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- 24. Upon information and belief, the Defendant's collection letters, such as the said collection letters, number in the hundreds.
- 25. Defendant's letters are in violation of 15 U.S.C. §§1692e, 1692e(2), 1692e(10), 1692g and 1692g(a)(1) for failing to clearly state the amount of the debt which is due and owing, by implying that a payment sooner rather than later will be more economical for the consumer and by employing false, deceptive and misleading representations in connection with the collection of a debt.
- Plaintiff suffered injury in fact by being subjected to unfair and abusive practices of the Defendant.
- 27. Plaintiff suffered actual harm by being the target of the Defendant's misleading debt collection communications.
- 28. Defendant violated the Plaintiff's right not to be the target of misleading debt collection communications.
- 29. Defendant violated the Plaintiff's right to a truthful and fair debt collection process.
- 30. Defendant used materially false, deceptive, misleading representations and means in its attempted collection of Plaintiff's alleged debt.
- 31. Defendant's communications were designed to cause the debtor to suffer a harmful disadvantage in charting a course of action in response to Defendant's collection efforts.
- 32. The FDCPA ensures that consumers are fully and truthfully apprised of the facts and of their rights, the act enables them to understand, make informed decisions about, and participate fully and meaningfully in the debt collection process. The purpose of the FDCPA is to provide information that helps consumers to choose intelligently. The Defendant's false representations misled the Plaintiff in a manner that deprived him of

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his right to enjoy these benefits, these materially misleading statements trigger liability under section 1692e of the Act.

- 33. These deceptive communications additionally violated the FDCPA since they frustrate the consumer's ability to intelligently choose his or her response.
- 34. As an actual and proximate result of the acts and omissions of Zwicker & Associates, P.C., Plaintiff has suffered including but not limited to, fear, stress, mental anguish, emotional stress and acute embarrassment for which he should be compensated in an amount to be established by a jury at trial.

AS AND FOR A CAUSE OF ACTION

Violations of the Fair Debt Collection Practices Act brought by Plaintiff on behalf of himself and the members of a class, as against the Defendant.

- 35. Plaintiff re-states, re-alleges, and incorporates herein by reference, paragraphs one (1) through thirty four (34) as if set forth fully in this cause of action.
- 36. This cause of action is brought on behalf of Plaintiff and the members of a class.
- 37. The class consists of all persons whom Defendant's records reflect resided in the State of New York and who were sent a collection letter in substantially the same form letter as the letters sent to the Plaintiff on or about December 30, 2017; and (a) the collection letters were sent to a consumer seeking payment of a personal debt purportedly owed to American Express; and (b) the collection letters were not returned by the postal service as undelivered; (c) and the Plaintiff asserts that the letters contained violations of 15 U.S.C. §§ 1692e, 1692e(2), 1692e(10), 1692g and 1692g(a)(1) for failing to clearly state the amount of the debt which is due and owing, by implying that a payment sooner rather than later will be more economical for the consumer and by employing false, deceptive and misleading representations in connection with the collection of a debt.

- 38. Pursuant to Federal Rule of Civil Procedure 23, a class action is appropriate and preferable in this case because:
 - A. Based on the fact that form collection letters are at the heart of this litigation, the class is so numerous that joinder of all members is impracticable.
 - B. There are questions of law and fact common to the class and these questions predominate over any questions affecting only individual class members. The principal question presented by this claim is whether the Defendant violated the FDCPA.
 - C. The only individual issue is the identification of the consumers who received such collection letters (*i.e.* the class members), a matter capable of ministerial determination from the records of Defendant.
 - D. The claims of the Plaintiff are typical of those of the class members. All are based on the same facts and legal theories.
 - E. The Plaintiff will fairly and adequately represent the class members' interests. The Plaintiff has retained counsel experienced in bringing class actions and collection-abuse claims. The Plaintiff's interests are consistent with those of the members of the class.
- 39. A class action is superior for the fair and efficient adjudication of the class members' claims. Congress specifically envisions class actions as a principal means of enforcing the FDCPA. 15 U.S.C. § 1692(k). The members of the class are generally unsophisticated individuals, whose rights will not be vindicated in the absence of a class action. Prosecution of separate actions by individual members of the classes would create the risk of inconsistent or varying adjudications resulting in the establishment of

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inconsistent or varying standards for the parties and would not be in the interest of judicial economy.

- 40. If the facts are discovered to be appropriate, the Plaintiff will seek to certify a class pursuant to Rule 23(b)(3) of the Federal Rules of Civil Procedure.
- 41. Collection attempts, such as those made by the Defendant are to be evaluated by the objective standard of the hypothetical "least sophisticated consumer."

Violations of the Fair Debt Collection Practices Act

- 42. The Defendant's actions as set forth above in the within complaint violates the Fair Debt Collection Practices Act.
- 43. Because the Defendant violated the Fair Debt Collection Practices Act, the Plaintiff and the members of the class are entitled to damages in accordance with the Fair Debt Collection Practices Act.

WHEREFORE, Plaintiff, respectfully requests preliminary and permanent injunctive relief, and that this Court enter judgment in his favor and against the Defendant and award damages as follows:

- A. Statutory damages provided under the FDCPA, 15 U.S.C. § 1692(k);
- B. Attorney fees, litigation expenses and costs incurred in bringing this action; and
- C. Any other relief that this Court deems appropriate and just under the circumstances.

Dated: Woodmere, New York March 22, 2018

> /s/ Adam J. Fishbein Adam J. Fishbein, P.C. (AF-9508) Attorney At Law Attorney for the Plaintiff 735 Central Avenue Woodmere, New York 11598 Telephone: (516) 668-6945 Email: fishbeinadamj@gmail.com

Plaintiff requests trial by jury on all issues so triable.

/s/ Adam J. Fishbein Adam J. Fishbein (AF-9508)

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This law from has been retained by the above-ma	med creditor to assist it in the collection of the funds you owe	ILLINOIS
on the above-referenced account. As of the date	of this letter, you owe \$6,405.65.	INDIANA
		KENTUCKY
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File ID: 29 Creditor: American Express		CONNECTICLT
Account number ending in: 91009 ^{1,2}	Balance: \$3,436,41	FLORIDA
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This law firm has been retained by the above-named credit	or to assist it in the collection of the funds you owe	ILLINOIS
on the above-referenced account. As of the date of this lett	ler, you owe \$3,436.41.	INDIANA
As of this time, no attorney with this firm has personally re-	winwad the particular circumstances of your account	KENTUCKY
This letter is not a threat of suit and should not be construe		MARYLAND
Please note that unless you dispute said debt, or any portio	on thereof, within thirty (30) days after your receipt of	MASSACHUSETTS
this letter, this office shall assume the validity of this debt, thirty-day period that this debt, or any portion thereof, is a		MICHIGAN
debt or a copy of a judgment, if any, against you and mail	you a copy of such verification or judgment.	MINNESOTA
Furthermore, upon your written request within said thirty- name and address of the original creditor, if different from		NEW JERSEY
		NEW HAMPSHERE
Please contact this office to discuss repayment with one of	our non-attorney account representatives.	NEW YORK
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Adam Bage Fishbein 2 PageID #: 12 Adam J. Fishbein, P.C. Case 1:18-cv-01777 Document 1-1 Filed 03/22 735 Central Avenue AO 440 (Rev. 06/12) Summons in a Civil Action Woodmere, NY 11598 516-668-6945 UNITED STATES DISTRICT Com Barnail.com for the Eastern District of New York **YISROEL LIPSKIER**) on behalf of himself and) all other similarly situated consumers)) *Plaintiff(s)* Civil Action No. v. ZWICKER & ASSOCIATES, P.C. *Defendant(s)*

SUMMONS IN A CIVIL ACTION

To: (*Defendant's name and address*) ZWICKER & ASSOCIATES, P.C. 80 MINUTEMAN ROAD ANDOVER MA 01810

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

> DOUGLAS C. PALMER CLERK OF COURT

Date: _____

Signature of Clerk or Deputy Clerk

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AO 440 (Rev. 06/12) Summons in a Civil Action (Page 2)

Civil Action No.

PROOF OF SERVICE

(This section should not be filed with the court unless required by Fed. R. Civ. P. 4 (l))

	This summons for (name	e of individual and title, if any)							
was re	ceived by me on (date)								
	□ I personally served t	he summons on the individual a	tt (place)						
		; or							
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	, a person of suitable age and discretion who resides th								
	on (date)								
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	designated by law to ac	ccept service of process on beha	lf of (name of organization)						
		; or							
	□ I returned the summons unexecuted because				; or				
	Other (<i>specify</i>):								
	My fees are \$	for travel and \$	for services, for a total of \$	0.00					
	I declare under penalty	of perjury that this information	is true.						
Date:									
Date.			Server's signature						
			Printed name and title						

Additional information regarding attempted service, etc:

Server's address

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The JS 44 civil cover sheet and provided by local rules of court purpose of initiating the civil do	. This form, approved by t	he Judicial Conference o	of thể Ùni	ted States in September	ice of pleadings or other papers r 1974, is required for the use of	as required by law, except as the Clerk of Court for the	
I. (a) PLAINTIFFS				DEFENDANT	S		
YISROEL LIPSKIER					5		
				ZWICKER & ASS	SOCIATES, P.C.		
(b) County of Residence of	f First Listed Dlaintiff						
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□ 160 Stockholders Suits □ 190 Other Contract	355 Motor Vehicle Product Liability	 371 Truth in Lending 380 Other Personal 	□ 72	Act 0 Labor/Management	 862 Black Lung (923) 863 DIWC/DIWW (405(g)) 	850 Securities/Commodities/ Exchange	
□ 195 Contract Product Liability	□ 360 Other Personal	Property Damage		Relations	□ 864 SSID Title XVI	□ 890 Other Statutory Actions	
□ 196 Franchise	Injury 362 Personal Injury -	385 Property Damage Product Liability		0 Railway Labor Act 1 Family and Medical	□ 865 RSI (405(g))	 891 Agricultural Acts 893 Environmental Matters 	
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None Kings Case 1:18-cv-01777 Document 1-2 Filed 03/22/18 Page 2 of 2 PageID #: 15 CERTIFICATION OF ARBITRATION ELIGIBILITY

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

I, _____, counsel for_____, counsel for_____, is ineligible for compulsory arbitration for the following reason(s):

_____, do hereby certify that the above captioned civil action

Plaintiff

~
~

monetary damages sought are in excess of \$150,000, exclusive of interest and costs,

the complaint seeks injunctive relief,

the matter is otherwise ineligible for the following reason class action

DISCLOSURE STATEMENT - FEDERAL RULES CIVIL PROCEDURE 7.1

Identify any parent corporation and any publicly held corporation that owns 10% or more or its stocks:

RELATED CASE STATEMENT (Section VIII on the Front of this Form)

Please list all cases that are arguably related pursuant to Division of Business Rule 50.3.1 in Section VIII on the front of this form. Rule 50.3.1 (a) provides that "A civil case is "related" to another civil case for purposes of this guideline when, because of the similarity of facts and legal issues or because the cases arise from the same transactions or events, a substantial saving of judicial resources is likely to result from assigning both cases to the same judge and magistrate judge." Rule 50.3.1 (b) provides that "A civil case shall not be deemed "related" to another civil case merely because the civil case: (A) involves identical legal issues, or (B) involves the same parties." Rule 50.3.1 (c) further provides that "Presumptively, and subject to the power of a judge to determine otherwise pursuant to paragraph (d), civil cases shall not be deemed to be "related" unless both cases are still pending before the court."

NY-E DIVISION OF BUSINESS RULE 50.1(d)(2)

1.)		iled in the Easte Yes 🗹	rn District removed from a No	a New	York State Court located in Na	assau or Suffolk		
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	,	ssions giving ris Yes 🗖	e to the claim or claims, c No	or a sub	ostantial part thereof, occur in t	the Eastern		
	c) If this is a Fair Debt Col received:	lection Practice A	Act case, specify the County	in whic	ch the offending communication v	was		
If your answer to question 2 (b) is "No," does the defendant (or a majority of the defendants, if there is more than one) reside in Nassau or Suffolk County, or, in an interpleader action, does the claimant (or a majority of the claimants, if there is more than one) reside in Nassau or Suffolk County? <u>Yes</u> <u>No</u> (Note: A corporation shall be considered a resident of the County in which it has the most significant contacts).								
	BAR ADMISSION							
	I am currently admitted in the Eastern District of New York and currently a member in good standing of the bar of this court.							
		Yes			No			
	Are you currently the subject of any disciplinary action (s) in this or any other state or federal court?							
		Yes ((If yes, please explain		No			
	I certify the accuracy of a	all information p	rovided above.					
	Signature:							
	Print	Save As			Reset	Last Modified: 11/27/2017		

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This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Debt Collection Suit Filed Against Zwicker & Associates Over Allegedly Confusing Letters</u>