UNITED STATES DISTRICT COURT EASTERN DISTRICT OF NEW YORK

FILED
IN CLERK'S OFFICE
U.S. DISTRICT COURT E.D.N.Y.

★ MAR 14 2018

*

LONG ISLAND OFFICE

Daryl Manfredi individually and on behalf of all others similarly situated,

No. CV - 18 1571

Plaintiff,

CLASS ACTION

v.

Portfolio Recovery Associates, LLC

HURLEY, J.

Jury Demanded

LOCKE, M. J.

Defendant.

Class Action Complaint for Violations of the Fair Debt Collection Practices Act

- 1. Plaintiff Daryl Manfredi ("Plaintiff" or "Manfredi") files this Complaint seeking redress for the illegal practices of Defendant, Portfolio Recovery Associates, LLC ("Defendant" or "PRA"), in connection with the collection of a debt allegedly owed by Plaintiff in violation of the Fair Debt Collection Practices Act, ("FDCPA"), 15 U.S.C. § 1692, et seq.
- 2. Among other violations, PRA has violated the Plaintiff and the putative class members' rights under the FDCPA by failing to provide them with the notices to which they are entitled by statute; by depriving them of their full ability to resolve their alleged debts.

Parties

3. Plaintiff Daryl Manfredi is a citizen of New York State who resides within this District.

- 4. Plaintiff is a "consumer" as that term is defined by FDCPA § 1692a(3).
- 5. The alleged debt of Plaintiff is a "debt" as defined by 15 U.S.C. § 1692a in that it is a debt alleged to be owed for personal, family, or household services. The alleged debt was incurred for medical services.
- 6. Defendant is regularly engaged in the collection of debts allegedly due to others.
 - 7. Defendant is a "debt collector," as defined by FDCPA § 1692a(6).

Jurisdiction and Venue

- 8. This Court has federal question jurisdiction under 15 U.S.C. § 1692k(d) and 28 U.S.C. § 1331.
 - 9. Declaratory relief is available under 28 U.S.C. §§ 2201 and 2202.
- 10. Venue is proper in this district under 28 U.S.C. § 1391(b), as the acts and transactions that give rise to this action occurred, in substantial part, in this district.
- 11. Venue is also proper in this district since Defendant transact business in this district.

Factual Allegations

- 12. PRA alleges that Plaintiff owes a debt to Synchrony Bank for a credit card.
- 13. In an attempt to collect the alleged debt, on or about March 14, 2017

 Defendant sent Plaintiff a debt collection letter. (Exhibit A)
 - 14. Exhibit A seeks to collect a total debt of \$3,215,12.

- 15. Exhibit A fails to indicate to Plaintiff that amount of the debt was going to continue to increase due to interest that was legally accruing pursuant to the terms of the contract between Plaintiff and Synchrony Bank.
- 16. Exhibit A was the initial letter sent by Defendant to Plaintiff and is hence subject to 15 USC 1692g.
- 17. Exhibit A violates 15 USC 1692e, and various subdivisions thereto, in that it fails to inform the Plaintiff that interest was continuing to accrue on the account.

 Avila v. Riexinger & Assocs., LLC, 817 F.3d 72 (2d Cir. N.Y. 2016); Carlin v.

 Davidson Fink LLP, 852 F.3d 207, 215-17 (2d Cir. 2017).
- 18. Exhibit A violates the FDCPA, Avila, and Carlin in that the Plaintiff is misled as to the proper amount, character, and status of the debt.
- 19. Exhibit A does not disclose that if the Plaintiff did not pay the alleged debt, the Plaintiff would be liable for accruing interest.
- 20. Neither Synchrony, the Defendant, nor anyone on their behalf has informed the Plaintiff that Synchrony has permanently waived their right to charge interest on the account.
- 21. Exhibit A is deceptive, unfair and unconscionable and violates 15 USC 1692e, 15 USC 1692e(2), 15 USC 1692e(10), 15 USC 1692f, and 15 USC 1692f(1), in that it fails to inform the Plaintiff that interest may continue to accrue on the account. Exhibit A is misleading in that it does not inform the consumer that interest may at some point in the future accrue interest.

22. Additionally, the initial letter Defendant sent to the Plaintiff violates 15 USC 1692g(a) in that it fails to properly and effectively convey to Plaintiff the amount of the debt that is allegedly owed as specifically required by the FDCPA.

Class Action Allegations

- 23. Under Federal Rule of Civil Procedure 23, a class action is appropriate and preferable in this case because:
 - a. Based on the fact that the collection letter at the heart of this litigation is a mass-mailed form letters, the class is so numerous that joinder of all members is impractical.
 - b. There are questions of law and fact common to the class that predominate over any questions affecting only individual class members. These common questions include whether Exhibit A violates the FDCPA.
 - c. The claims of Plaintiff are typical of the class members' claims. All are based on the same facts and legal theories. The only individual issue is the identification of the consumers who received the letter, (i.e., the class members), which is a matter capable of ministerial determination from the Defendants' records.
 - d. Plaintiff will fairly and adequately represent the class members' interests. All claims are based on the same facts and legal theories and Plaintiff's interests are consistent with the interests of the class.
 - e. Plaintiff has retained counsel experienced in bringing class actions and collection abuse claims.
- 24. A class action is superior for the fair and efficient adjudication of the class members' claims.
- 25. Congress specifically envisions class actions as a principal means of enforcing the FDCPA. See 15 U.S.C. § 1692k.

- 26. The class members are generally unsophisticated individuals unaware of the protections afforded them by the FDCPA, which rights will not be vindicated in the absence of a class action.
- 27. Prosecution of separate actions by individual members of the classes would create the risk of inconsistent or varying adjudications resulting in the establishment of inconsistent or varying standards for the parties and would not be in the interest of judicial economy.
- 28. If the facts are discovered to be appropriate, Defendant will seek to certify a class under Rule 23(b)(3) of the Federal Rules of Civil Procedure.
- 29. This Count is brought by Plaintiff, individually, and on behalf of a class that, according to Defendant's records, consists of: (a) all individuals who have mailing addresses within the United States; and (b) within one year before the filing of this action; (c) were sent a collection letter in a form materially identical or substantially similar to Exhibit A attached to Plaintiff's Complaint (d) which was not returned by the postal service as undeliverable.
- 30. Collection letters, such as those sent by Defendant, are to be evaluated by the objective standard of the hypothetical "least sophisticated consumer."

Violations of the Fair Debt Collection Practices Act

31. Plaintiff restates, realleges, and incorporates herein by reference all foregoing paragraphs as if set forth fully in this Count.

Class Allegations Related to Exhibit A and/or the Initial Letter

- 32. By sending Exhibit A to Plaintiff, the Defendant violated 15 USC 1692g(a), 15 USC 1692e, 15 USC 1692e(2), 15 USC 1692e(10) and 15 USC 1692f, in that the Defendant did not properly and effectively convey the amount of the debt, and/or did not properly convey the language required by 15 USC 1692g.
- 33. By sending Exhibit A, the Defendant violated 15 USC 1692g(a), 15 USC 1692e, 15 USC 1692e(2), 15 USC 1692e(10) and 15 USC 1692f, in that the Defendant did not properly indicate to the Plaintiff that the alleged debt may continuing to accrue interest.
- 34. By sending Exhibit A, the Defendant also violated 15 U.S.C. §§ 1692 e, e(2), e(5), e(10), and f by falsely indicating that the Plaintiff owed a static amount not subject to interest. As the Plaintiff was never informed that the interest called for under the original contract had been permanently waived, the creditor may impose interest at some point in the future. Exhibit A does not convey this to the consumer, making Exhibit A misleading.
- 35. Defendant's violations of 15 U.S.C. §1692, et seq., render Defendant liable to Plaintiff and the Class.
- 36. As a result of Defendant's deceptive, insidious, and unfair debt collection practices, Defendant is liable to Plaintiff and the Class.

WHEREFORE, Plaintiff asks that this Court enter judgment in her favor and in favor of the members of the Class, against Defendant, awarding damages as follows:

- (A) Statutory damages as provided by § 1692k of the FDCPA;
- (B) Attorneys' fees, litigation expenses and costs incurred in bringing this action;
- (C) Declaratory relief declaring that Exhibit A and/or the initial letter Defendant sent Plaintiff violates the FDCPA; and
- (D) Any other relief this Court deems appropriate and just.

Jury Demand

Plaintiff demands trial by jury.

Dated: West Islip, New York March 13, 2018

RESPECTFULLY SUBMITTED,

S/ JOSEPH MAURO

Joseph Mauro

The Law Offices of Joseph Mauro, LLC

306 McCall Ave.

West Islip, NY 11795

Tel: (631) 669-0921

EXHIBIT A

Portfolio Recovery Associates, LLC

March 14, 2017

Seller: SYNCHRONY BANK Merchant: PC RICHARD Merchant: PC HICHARD
Original Creditor: SYNCHRONY BANK
Original Account Number: 6019170340450219
Creditor to Whom Debt is Owed: PORTFOLIO RECOVERY ASSOCIATES, LLC
Account Number: 6019170340450219

Last Payment Date or Default Date: 08/20/2015

Total Amount of Debt Due at charge-off: \$3,215.12 Total Amount of Transactions since Charge Off:

Interest: \$0.00

Non-Interest Charges/Fees or Balance Adjustments: \$0.00

Payments: \$0.00

Total Now Due: \$3,215.12

DARYL MANFREDI,

Welcome to Portfolio Recovery Associates, LLC ("PRA, LLC")! We want to help you resolve this account, so call us at 1-800-772-1413 for low payment options. If paying off this debt is difficult for you please call anyway, because we have payment options for almost every budget.

PRA, LLC purchased account 6019170340450219 on 02/22/2017. All future payments and correspondence for this account, including credit counseling service payments, should be directed to: Portfolio Recovery Associates, LLC, P.O. Box 12914, Norfolk, VA 23541. *Please call TOLL FREE at 1-800-772-1413* to discuss payment arrangements.

Unless you notify this office within 30 days after receiving this notice that you dispute the validity of this debt or any portion thereof, this office will assume this debt is valid. If you notify this office in writing within 30 days from receiving this notice that you dispute the validity of this debt or any portion thereof, this office will obtain verification of the debt or obtain a copy of a judgment and mail you a copy of such judgment or verification. If you request this office in writing within 30 days after receiving this notice, this office will provide you with the name and address of the original creditor if different from the current creditor.

This communication is from a debt collector and is an attempt to collect a debt. Any information obtained will be used for that purpose. NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

001

DEPT 922 9048797217036 PO BOX 4115 CONCORD CA 94524

Account Number: 6019170340450219

Payment Amount:

ADDRESS SERVICE REQUESTED

#BWNFTZF #9229048797217036#

DARYL MANFREDI 39 MONMOUTH DR EAST NORTHPORT NY 11731-1332 PORTFOLIO RECOVERY ASSOCIATES, LLC P.O. Box 12914 Norfolk VA 23541





Re: Account Number: 6019170340450219

Debt collectors, in accordance with the Fair Debt Collection Practices Act, 15 U.S.C § 1692 et seq., are prohibited from engaging in abusive, deceptive, and unfair debt collection efforts, including but not limited to:

The use or threat of violence;

ii. The use of obscene or profane language; andiii. Repeated phone calls made with the intent to annoy, abuse, or harass.

If a creditor or debt collector receives a money judgment against you in court, state and federal laws may prevent the following types of income from being taken to pay the debt:

1. Supplemental security income (SSI);

Social security; 2. 3.

Public assistance (welfare);

Spousal support, maintenance (alimony), or child support; Unemployment benefits;

6.

Disability benefits; Workers' compensation benefits;

Public or private pensions; Veterans' benefits;

10. Federal student loans, federal student grants, and federal work study funds; and

11. Ninety percent of your wages or salary earned in the last sixty days.

Mail all checks and payments to: Hours of Operation (EST): PORTFOLIO RECOVERY ASSOCIATES, LLC PO Box 12914 8 AM to 11 PM Mon.-Fri. 8 AM to 8 PM Sat. Norfolk, VA 23541 11 AM to 10 PM Sun. Pay us online: E-Mail www.portfoliorecovery.com help@portfoliorecovery.com

DISPUTES CORRESPONDENCE ADDRESS: PORTFOLIO RECOVERY ASSOCIATES, LLC, Disputes Department, 140 Corporate Boulevard, Norfolk, VA 23502 or E-Mail: PRA_Disputes@portfoliorecovery.com

COMPANY ADDRESS: PORTFOLIO RECOVERY ASSOCIATES, LLC, 120 Corporate Boulevard, Norfolk, VA 23502

QUALITY SERVICE SPECIALISTS AVAILABLE Mon. - Fri. 8 AM to 5 PM (EST)
Not happy with the way you were treated? Our company strives to provide professional and courteous service to all our customers. Contact one of our staff to discuss issues related to our quality of service to you by phone at (866) 925-7109 or by e-mail at qualityservice@portfoliorecovery.com.

PRIVACY NOTICE: We collect certain personal information about you from the following sources: (a) information we received from you; (b) information about your transactions with our affiliates, others, or us; (c) information we receive from consumer reporting agencies. We do not disclose any nonpublic personal information about our customers or former customers to anyone, except as permitted by law. We restrict access to nonpublic information about you to those employees and entities that need to know that information in order to collect your account. We maintain physical, electronic and procedural safeguards that comply with federal regulations to guard your nonpublic personal information.

NOTICE: If this account is eligible to be reported to the credit reporting agencies by our company, we are required by law to notify you that a negative credit report reflecting on your credit records may be submitted to a credit reporting agency if you fail to fulfill the terms of your credit obligation.

We are required under state law to notify consumers of the following rights. This list does not include a complete list of rights consumers have under state and federal laws:

CALIFORNIA: The state Rosenthal Fair Debt Collection Practices Act and the Federal Fair Debt Collection Practices Act CALIFORNIA: The state Rosenthal Fair Debt Collection Practices Act and the Federal Fair Debt Collection Practices Act require that, except under unusual circumstances, collectors may not contact you before 8 a.m. or after 9 p.m. They may not harass you by using threats of violence or arrest or by using obscene language. Collectors may not use false or misleading statements or call you at work if they know or have reason to know that you may not receive personal calls at work. For the most part, collectors may not tell another person, other than your attorney or spouse, about your debt. Collectors may contact another person to confirm your location or enforce a judgment. For more information about debt collection activities, you may contact the Federal Trade Commission at 1-877-FTC-HELP or www.ftc.gov. Nonprofit credit counseling services may be available in the area.

NEW YORK CITY: City of New York License Numbers 1096994, 1394695, 1394697, 1394696, 1394698, 2045465.

JS 44 (Rev. 11/27/17

Case/218-6/513/1-PRHSIE bocument 1-2 Filed 03/14/18 Page 1 of 2 PageID #: 11 CIVIL COVER SHEET C V - 18 15

The JS 44 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, 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. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

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(b) County of Residence of First Listed Plaintiff				County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY)						
(EXCEPT IN U.S. PLAINTIFF CASES)				NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED.						
(c) Attorneys (Firm Name, Address, and Telephone Number)				Attorneys (If Known)			HURLEY, J.			
				LOCKE, N				E, M.	J.	
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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.

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2.)	If you answered "no" above: a) Did the events or omissions County? Yes	s giving rise to the claim or clai	ms, or a s	ubstantial part thereof, occur in Nassau or Suffolk
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	c) If this is a Fair Debt Collection received: Suffolk	n Practice Act case, specify the C	ounty in wh	nich the offending communication was
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		BAR AD	<u>MISSION</u>	
	I am currently admitted in the East	stern District of New York and cur	ently a mer	mber in good standing of the bar of this court.
	abla	Yes		No
	Are you currently the subject of	of any disciplinary action (s) in	this or any	y other state or federal court?
			_	No
		Yes (If yes, please expla		NO
	I certify the accuracy of all hoto	ormation provided above		

I certify the accuracy of all information provided above.

Signature:

Last Modified: 11/27/2017

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Portfolio Recovery Associates Facing Class Action Over 'Misleading' Collection Letter</u>