## IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF VIRGINIA Richmond Division

ERNEST MELO, on behalf of :

himself and all others similarly situated,

Plaintiff, : CIVIL ACTION NO.

:

v. : 3:17cv642

EXPERIAN INFORMATION SOLUTIONS,

INC.,

:

SERVE: David N. Anthony

Troutman Sanders LLP: 1001 Haxall Point: Richmond, VA 23219:

:

Defendant.

#### **CLASS ACTION COMPLAINT**

COMES NOW the Plaintiff, Ernest Melo ("Melo" or "Plaintiff"), on behalf of himself and all others similarly situated, by counsel, and as for his Complaint against the Defendant, he alleges as follows:

#### PRELIMINARY STATEMENT

1. This is an action for statutory, and punitive damages, costs, and attorney's fees brought pursuant to 15 U.S.C. § 1681, *et seq.* (the Fair Credit Reporting Act or "FCRA").

#### **JURISDICTION**

2. This Court has jurisdiction pursuant to 28 U.S.C. § 1331 and 15 U.S.C. § 1681(p).

#### **PARTIES**

- 3. The Plaintiff is a natural person residing in Virginia, and at all times relevant to this Complaint, was a "consumer" as defined by the FCRA.
  - 4. Defendant Experian Information Solutions, Inc. ("Experian") is a foreign

corporation doing business in Virginia. At all times relevant to this Complaint, it was a "consumer reporting agency" as defined by the FCRA at 15 U.S.C. § 1681a(f).

## **STATEMENT OF FACTS**

- 5. Plaintiff requested and reviewed a copy of his Experian consumer report.
- 6. After reviewing his report, the Plaintiff learned that Experian was reporting that Earl T. Smith had taken two civil judgments against him in Fairfax County General District Court.
- 7. Experian's reporting was inaccurate. These two civil judgments did not belong to him.
- 8. In addition, Experian was reporting incorrect personal identifying information about Plaintiff, including an incorrect name, telephone number, and mailing address.
- 9. Upon information and belief, Experian obtained the public record information that it reported about the Plaintiff from Lexis Nexis.
- 10. Lexis Nexis obtained the information by using a "webscrape" software program that used an automated process to collect the judgment information from the Supreme Court of Virginia's website.
- 11. Experian has a contract with Lexis Nexis by which the judgment information is collected from Virginia.
- 12. Experian is aware that the Supreme Court of Virginia does not make civil court data available by bulk feed.
- 13. Experian is aware that Lexis Nexis obtains its Virginia civil court data by webscrape.
  - 14. Webscraped data is notoriously inaccurate.

- 15. Experian received in excess of 100 disputes from Virginia consumers within the past two years in which the consumer disputed the accuracy of the Virginia civil court record.
- 16. Despite such disputes and actual knowledge of the problems with the accuracy of Virginia civil court data, Experian fails to maintain reasonable procedures to ensure the maximum possible accuracy of the civil judgment data that it reports.
- 17. Experian has been sued repeatedly for failing to establish or to follow reasonable procedures to assure maximum possible accuracy in the preparation of the credit reports and credit files it publishes and maintains, including in this District and Division. *See e.g.*, *Mullins v. Equifax Information Services*, *LLC*, 3:05cv888, 2007 WL 2471080 (E.D. Va. August 27, 2007); Saunders v. Branch Banking and Trust Co., 3:05cv731 (E.D. Va.); Ross v. Experian Information Solutions, Inc., 3:09cv144 (E.D. Va. 2009); Baker v. Trans Union, LLC, 3:07-cv-107 (E.D. Va. 2007); Roger Pace v. Equifax Information Services, LLC, 3:11-cv-554 (E.D. Va. 2012); Pumphrey, et al v. Experian Information Solutions, 3:11-cv-00574 (E.D. Va.); Clark, et al v. Experian Information Solutions, Inc., 3:16-cv-00032 (E.D. Va.).
- 18. At all times pertinent to this Complaint, Experian's conduct was willful and carried out in reckless disregard for a consumer's rights under the FCRA. By example only and without limitation, Experian's conduct was willful because it was intentionally accomplished through intended procedures; these procedures have continued despite the fact that Experian has already been subject to court decisions in other states critical of its similar conduct; and Experian continues to engage in this conduct because it believes that there is a greater economic value in collecting and reporting derogatory public record information than to update consumers' reports with information that would fully cancel or render the previous reporting of the public record irrelevant.

- 19. Upon information and belief, Experian has not, and does not intend, to modify its procedures to comply with this section of the FCRA because compliance would drastically increase its operating expenses.
- 20. Lexis Nexis would charge Experian a larger amount of money if Experian asked Lexis Nexis to send runners to each court house in Virginia to physically gather the data.
- 21. As a result of this negative reporting, Plaintiff suffered actual damages, including but not limited to damage to her credit rating, aggravation, inconvenience, embarrassment, and frustration. Plaintiff was additionally deterred from applying for credit that she otherwise would have sought given the significantly negative impact of a judgment reporting within her Experian file.
- 22. Accordingly, Experian's violations of 15 U.S.C. § 1681e(b) was willful and Experian is liable for punitive damages in an amount to be determined by the Court pursuant to 15 U.S.C. § 1681n.
- 23. On or around July 16, 2016, Plaintiff mailed a written dispute to the Defendant regarding the various inaccuracies in his report, including the two civil judgments inaccurately attributed to him and the incorrect personal identifying information. In this letter, Plaintiff provided his full name, address, telephone number, date of birth, and full social security number.
  - 24. The Defendant received this dispute letter on or around July 27, 2016.
- 25. On or around August 2, 2016, the Defendant mailed a letter to Plaintiff refusing to investigate his dispute, claiming that he did not provide sufficient identification information.
- 26. Experian has been sued repeatedly for refusing to investigate disputes by consumers, claiming that the consumer did not provide sufficient identification information, including within this District and Division. See, e.g., James v. Experian Information Solutions,

- Inc.,, 3:12-cv-902-REP; Schneider v. Experian Information Solutions, Inc., 3:05-cv-717-REP; Duff v. Experian Information Solutions, Inc., 3:05-cv-829-REP; Scroggins v. Experian Information Solutions, Inc., 3:07-cv-552-REP; Restifo v. Experian Information Solutions, Inc., 3:08-cv-509-REP.
- 27. In fact, in *James v. Experian Information Solutions, Inc.*, a class case that was ultimately settled, Experian agreed to the entry of an injunctive relief order that required Experian to change its dispute processing procedures as a result of the settlement meant to address and remedy the conduct alleged in this Complaint.
- 28. Despite this order, Experian has not significantly changed its procedures to properly handle consumer disputes under the FCRA.
- 29. Experian does not make money by processing disputes from consumers—in fact, this is purely an expense for Experian. As a result, Experian now processes consumer disputes in Chile for a small fraction of the amount that Experian previously spent on disputes when they were processed in the United States. It is in Experian's interest to reject disputes for any possible reason, as doing so saves money.
- 30. For example, Experian informed the Plaintiff that it would not process his dispute unless he provided significant information and documentation, including:
  - a) full name, including middle initial (and generation, such as Jr. Sr., II, III);
  - b) previous addresses for the past two years;
  - c) Social Security number;
  - d) date of birth;
  - e) a copy of a government issued identification card, such as a driver's license, state, or military identification card; and
  - f) a copy of a utility bill, bank or insurance statement, etc.
- 31. Notwithstanding these onerous requirements placed on consumers—for which no justification is found in the FCRA—the Defendant sells credit reports to its banking industry

customers if those customers provide as little as a consumer's first name, last name and any previous address.

- 32. Experian sells credit reports to its banking industry customers and debt collectors even when the customer does not provide a social security number for the subject of the requested report.
- 33. Additionally, Experian sells credit reports to its banking industry customers and debt collectors even when the customer does not provide a date of birth for the subject of the requested report.
- 34. Experian does not require that these customers provide a copy of a government issued identification card for the subject of the requested report.
- 35. Furthermore, Experian does not require that these customers provide a copy of a utility bill for the subject of the requested report.
- 36. Upon information and belief, these hurdles created by Experian are designed to reduce the number of disputes that its employees (and now foreign agents in Chile) must process.
  - 37. Experian makes money by selling credit reports.
- 38. However, Experian does not make money by processing disputes for consumers complaining about inaccurate information in their Experian credit files.
- 39. Therefore, according to Experian's unjustifiable and onerous requirements, a consumer who lives in a rural area and does not have access to a photocopier to make a copy of a government issued identification card and/or a utility statement could not have his or her dispute processed at all.
- 40. Similarly, a consumer who does not possess government issued identification or does not have a utility bill, bank statement, or insurance statement could not have his or her

dispute processed.

## **CLASS ACTION ALLEGATIONS**

41. **The FCRA Class**. Pursuant to Fed. R. Civ. P. 23, Plaintiff brings this action individually and on behalf of a class initially defined as follows ("the Class"):

All natural persons residing in the United States who were the subject of a consumer report prepared by Defendant starting December 10, 2014 to the present for whom Defendant refused to conduct a reinvestigation of a dispute until and unless the consumer provided photocopies of two forms of identification or a full social security number with his dispute.

- 42. **Numerosity**. The class members are so numerous that joinder of all is impractical. Plaintiff's counsel is in possession of a number of letters received by consumers that are substantially similar to those that the Defendant mailed to the Plaintiff. The class members' names and addresses are identifiable through documents maintained by the Defendant, and they may be notified of the pendency of this action by published and/or mailed notice.
- 43. Existence and Predominance of Common Questions of Law and Fact. Common questions of law and fact exist as to all class members. These questions predominate over the questions affecting only individual members. These common legal and factual questions include, among other things: (a) whether Defendant had a right to request consumers' full social security numbers or other identifying information before processing their disputes; (b) whether Defendant actually required a social security number or more identifying information in order to locate the consumers' files; (c) whether Defendant failed to conduct a re-investigation of consumers' disputes; (d) whether Defendant failed to provide notice of consumers' disputes to the furnishers of the disputed information; and (e) whether the Defendant acted knowingly and intentionally or with conscious disregard of the rights of the consumers.
  - 44. **Typicality**. Plaintiff's claims are typical of the claims of each class member and

all are based on the same facts and legal theories. Upon information and belief, Defendant sent the same or substantially the same standardized letters to consumers across all states located within the United States during the full class period. For purposes of class certification only, Plaintiff seeks only statutory and punitive damages. Plaintiff would seek individual or actual damages only if class certification is denied. In addition, Plaintiff is entitled to the relief under the same causes of action as the other class members.

- 45. **Adequacy**. Plaintiff will fairly and adequately protect the interests of the class. Plaintiff has retained counsel experienced in handling actions involving unlawful practices against consumers and class actions. Neither Plaintiff nor his counsel have any interests that might cause them not to vigorously pursue this action. Plaintiff is aware of his responsibilities to the putative class and has accepted such responsibilities.
- 46. Certification of the class under Rule 23(b)(3) of the Federal Rules of Civil Procedure is also appropriate in that:
- a. As alleged above, the questions of law or fact common to the members of the classes predominate over any questions affecting an individual member. Each of the common facts and legal questions in the case overwhelm the more modest individual damages issues. The statutory and punitive damages sought by each member are such that the individual prosecution would prove burdensome and expensive given the complex and extensive litigation necessitated by Defendant's conduct. Further, those individual issues that do exist can be effectively streamlined and resolved in a manner that minimizes the individual complexities and differences in proof in the case.
- b. A class action is superior to other available methods for the fair and efficient adjudication of the controversy. Consumer claims generally are ideal for class treatment

as they involve many, if not most, consumers who are otherwise disempowered and unable to afford and bring such claims individually. Further, most consumers for whom Defendant refused to process disputes in violation of the requirements of the FCRA are likely unaware of their rights under the law or of whom they could find to represent them in federal litigation. Individual litigation of the uniform issues in this case would be a waste of judicial resources. The issues at the core of this case are class wide and should be resolved at one time. One win for one consumer would set the law for every similarly situated consumer.

# COUNT ONE: VIOLATION OF 15 U.S.C. § 1681i(a)(1) CLASS CLAIM

- 47. Plaintiff restates each of the allegations in the preceding paragraphs as if set forth at length herein.
- 48. Defendant violated 15 U.S.C § 1681i(a)(1) by its conduct which includes, but is not limited to, failing to conduct a reasonable reinvestigation to determine whether the disputed information was inaccurate and to subsequently update the information in the file.
- 49. As a result of this conduct, the Plaintiff suffered a delay in the processing of his dispute.
- 50. Defendant's conduct, actions, and inaction were willful, rendering it liable for punitive damages in an amount to be determined by the Court pursuant to 15 U.S.C. § 1681n.
- 51. The Plaintiff and the putative class members are therefore entitled to recover statutory damages, punitive damages, costs, and their attorney's fees from the Defendant pursuant to 15 U.S.C. § 1681n and/or 15 U.S.C. § 1681o.

# COUNT TWO: VIOLATION OF 15 U.S.C. § 1681i(a)(2) CLASS CLAIM

- 52. Plaintiff restates each of the allegations in the preceding paragraphs as if set forth at length herein.
- 53. Defendant violated 15 U.S.C § 1681i(a)(2) by its conduct which includes, but is not limited to, failing to provide notice of the Plaintiff's dispute to the furnishers of the disputed information.
- 54. As a result of this conduct, the Plaintiff suffered a delay in the processing of his dispute.
- 55. Defendant's conduct, actions, and inaction were willful, rendering it liable for punitive damages in an amount to be determined by the Court pursuant to 15 U.S.C. § 1681n.
- 56. The Plaintiff and the putative class members are therefore entitled to recover statutory damages, punitive damages, costs, and their attorney's fees from the Defendant pursuant to 15 U.S.C. § 1681n and/or 15 U.S.C. § 1681o.

## COUNT THREE: VIOLATION OF 15 U.S.C. § 1681e(b) INDIVIDUAL CLAIM

- 57. Plaintiff restates each of the allegations in the preceding paragraphs as if set forth at length herein.
- 58. Experian violated 15 U.S.C. § 1681e(b) by failing to establish or to follow reasonable procedures to assure maximum possible accuracy in the preparation of the consumer report and file it published and maintained concerning the Plaintiff.
- 59. As a result of this alleged conduct, action, and inaction, the Plaintiff suffered actual damages, including but not limited to damage to his credit rating, aggravation,

inconvenience, embarrassment, and frustration. Plaintiff was additionally deterred from applying

for credit that he otherwise would have sought given the significantly negative impact of a

judgment reporting within his Experian file.

60. Experian's conduct, actions, and inaction were willful, rendering it liable for

punitive damages in an amount to be determined by the Court pursuant to 15 U.S.C. § 1681n. In

the alternative, it was negligent, entitling the Plaintiff to recover under 15 U.S.C. § 1681o.

61. The Plaintiff is entitled to recover actual damages, statutory damages, costs, and

his attorney's fees from Experian in an amount to be determined by the Court pursuant to 15

U.S.C. § 1681n and/or 15 U.S.C. § 1681o.

WHEREFORE, Plaintiff, on behalf of himself and the putative class members, moves for

class certification and for statutory, and punitive damages against the Defendant for his class

claims and actual, statutory and punitive damages for his individual claim; for his attorney's fees

and costs; for pre-judgment and post-judgment interest at the legal rate, and such other relief the

Court does deem just, equitable, and proper.

TRIAL BY JURY IS DEMANDED.

Respectfully submitted,

**ERNEST MELO** on behalf of

himself and all others similarly situated

By /s/

Leonard A. Bennett, VSB #37523

CONSUMER LITIGATION ASSOCIATES, P.C.

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JS 44 (Rev. 06/17)

### **CIVIL COVER SHEET**

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.)

I. (a) PLAINTIFFS_				DEFENDANTS						
Ernest Melo, on behalf of himself and all other similarly situated				Experian Information Solutions, Inc.						
(b) County of Residence of First Listed Plaintiff  (EXCEPT IN U.S. PLAINTIFF CASES)  (c) Attorneys (Firm Name, Address, and Telephone Number)  Leonard A. Bennett, Esq., Consumer Litigation Associates, P.C. 763 J. Clyde Morris Boulevard, Suite 1-A				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.  Attorneys (If Known)						
Newport News, VA 2360										
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JS 44 Reverse (Rev. 06/17)

#### 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: <a href="Nature of Suit Code Descriptions">Nature of Suit Code Descriptions</a>.
- 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: Experian Named in Class Action Alleging It Produced Inaccurate Background Reports