UNITED STATES DISTRICT COURT EASTERN DISTRICT OF NEW YORK

JENNIFER MIZRAHI, on behalf of herself and all others similarly situated,

Plaintiffs,

-against-

NORTHLAND GROUP, INC.

Defendants.

CIVIL ACTION

CLASS ACTION COMPLAINT
AND
DEMAND FOR JURY TRIAL

Plaintiff JENNIFER MIZRAHI (hereinafter, "Plaintiff"), a New York resident, brings this class action complaint by and through her attorneys, Joseph H. Mizrahi Law, P.C., against Defendants NORTHLAND GROUP, INC. (hereinafter "Defendant"), 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

- 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

- 3. The Court has jurisdiction over this class action under 28 U.S.C. § 1331, 15 U.S.C. § 1692 *et seq.* and 28 U.S.C. § 2201. If applicable, the Court also 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).

NATURE OF THE ACTION

- 5. Plaintiff brings this class action on behalf of a class of New York consumers seeking redress for Defendant's actions of using an unfair and unconscionable means to collect a debt.
- 6. Defendant's actions violated § 1692 et seq. of Title 15 of the United States Code, commonly referred to as the Fair Debt Collections Practices Act ("FDCPA") which prohibits debt collectors from engaging in abusive, deceptive and unfair practices.
- 7. Plaintiff is seeking damages, and declaratory and injunctive relief.

PARTIES

- 8. Plaintiff is a natural person and a resident of the State of New York, and is a "Consumer" as defined by 15 U.S.C. §1692(a)(3).
- 9. Defendant is a collection agency with a principal place of business located in Edina, Minnesota.
- 10. 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.

11. Defendant is a "debt collector," as defined under the FDCPA under 15 U.S.C. § 1692a(6).

CLASS ALLEGATIONS

- 12. Plaintiff brings claims, pursuant to the Federal Rules of Civil Procedure (hereinafter "FRCP")
 Rule 23, individually and on behalf of the following consumer class (the "Class"):
 - All New York consumers who received a collection letter from Defendant attempting to collect an obligation owed to or allegedly owed to Citibank, N.A., that contains the alleged violation arising from Defendant's violation of 15 U.S.C. §1692e, et seq.
 - The Class period begins one year to the filing of this Action.
- 13. The Class satisfies all the requirements of Rule 23 of the FRCP for maintaining a class action:
 - Upon information and belief, the Class is so numerous that joinder of all members is impracticable because there are hundreds and/or thousands of persons who have received debt collection letters and/or notices from Defendant that violate specific provisions of the FDCPA. Plaintiff is complaining of a standard form letter and/or notice that is sent to hundreds of persons (*See* Exhibit A, except that the undersigned attorney has, in accordance with Fed. R. Civ. P. 5.2 partially redacted the financial account numbers in an effort to protect Plaintiff's privacy);
 - There are questions of law and fact which are common to the Class and which predominate over questions affecting any individual Class member. These common questions of law and fact include, without limitation:
 - a. Whether Defendant violated various provisions of the FDCPA;
 - b. Whether Plaintiff and the Class have been injured by Defendant's conduct;

- c. Whether Plaintiff and the Class have sustained damages and are entitled to restitution as a result of Defendant's wrongdoing and if so, what is the proper measure and appropriate statutory formula to be applied in determining such damages and restitution; and
- d. Whether Plaintiff and the Class are entitled to declaratory and/or injunctive relief.
- Plaintiff's claims are typical of the Class, which all arise from the same operative facts and are based on the same legal theories.
- Plaintiff has no interest adverse or antagonistic to the interest of the other members of the Class.
- Plaintiff will fairly and adequately protect the interest of the Class and has retained experienced and competent attorneys to represent the Class.
- A Class Action is superior to other methods for the fair and efficient adjudication of the claims herein asserted. Plaintiff anticipates that no unusual difficulties are likely to be encountered in the management of this class action.
- A Class Action will permit large numbers of similarly situated persons to prosecute their common claims in a single forum simultaneously and without the duplication of effort and expense that numerous individual actions would engender. Class treatment will also permit the adjudication of relatively small claims by many Class members who could not otherwise afford to seek legal redress for the wrongs complained of herein. Absent a Class Action, class members will continue to suffer losses of statutory protected rights as well as monetary damages. If

- Defendant's conduct is allowed to proceed without remedy they will continue to reap and retain the proceeds of their ill-gotten gains.
- Defendant has acted on grounds generally applicable to the entire Class, thereby
 making appropriate final injunctive relief or corresponding declaratory relief
 with respect to the Class as a whole.

ALLEGATIONS OF FACT PARTICULAR TO JENNIFER MIZRAHI

- 14. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs numbered "1" through "13" herein with the same force and effect as if the same were set forth at length herein.
- 15. 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.
- 16. Upon information and belief, within the last year Defendant commenced efforts to collect an alleged consumer "debt" as defined by 15 U.S.C. 1692a(5), when it mailed a Collection Letter to Plaintiff seeking to collect on an unpaid account allegedly owed to Citibank, N.A.
- 17. On or around July 29, 2016 Defendant sent Plaintiff a collection letter. See Exhibit A.
- 18. The letter was sent or caused to be sent by persons employed by Defendant as a "debt collector" as defined by 15 U.S.C. §1692a(6).
- 19. The letter is a "communication" as defined by 15 U.S.C. §1692a(2).
- 20. The July 29, 2016 letter was an initial communication between Plaintiff and Defendant.
- 21. Defendant's July 29, 2016 Collection Letter stated:

"As of the date of this letter, the balance due on the account is \$2,347.31. Because of adjustments that may vary from day to day, the amount due on this account may be different after the date of this letter."

- 22. Defendant was attempting to collect on Plaintiff's purportedly overdue credit card account with Citibank, N.A. ("Citibank").
- 23. Upon information and belief, Plaintiff's account with Citibank is not subject to change, and will never increase due to any terms of the original agreement.
- 24. Rather, upon information and belief, Defendant arbitrarily threatened that Plaintiff's account may be subject to such fees, in an attempt at pressuring Plaintiff into paying the account quickly, so as to avoid these non-existent fees.
- 25. Plaintiff's alleged debt was charged off on or around April 21, 2016.
- 26. Upon information and belief, Defendant has no legal or contractual right to change the amount that Plaintiff allegedly owes to the Creditor.
- 27. Moreover, Plaintiff's rights under 1692g were violated because Defendant demanded payment without sufficiently communicating to Plaintiff the exact amount due and owing on the alleged account.
- 28. Congress adopted the debt validation provisions of section 1692g to guarantee that consumers would receive adequate notice of their rights under the FDCPA. *Wilson*, 225 F.3d at 354, citing *Miller v. Payco–General Am. Credits, Inc.*, 943 F.2d 482, 484 (4th Cir.1991).
- 29. The rights afforded to consumers under Section 1692g(a) are amongst the most powerful protections provided by the FDCPA.
- 30. Defendant's violations of the FDCPA created the risk of real harm that Plaintiff would make payment without exercising his 1692g rights due to a sense of urgency as to avoid potentially (although unlawful) increasing charges on the account.

- 31. Defendant's actions as described herein are part of a pattern and practice used to collect consumer debts.
- 32. Defendants could have taken the steps necessary to bring its actions within compliance with the FDCPA, but neglected to do so and failed to adequately review its actions to ensure compliance with the law.
- 33. On information and belief, Defendants sent a written communication, in the form annexed hereto as Exhibit A to at least 50 natural persons in the State of New York within one year of the date of this Complaint.

First Count 15 U.S.C. §1692e et seq. False or Misleading Representations as to Status of Debt

- 34. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs numbered "1" through "33" 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 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 is prohibited from using false, deceptive, or misleading representation in connection with the collection of a debt.
- 37. Defendant violated §1692e by falsely suggesting that immediate payment of the balance would benefit Plaintiff financially by stating that the account balance stated above would be subject to change, and could be subject to interest, late charges or other charges. As the account balance Defendant seeks to collect *never* varies from the date of issuance of its Collection, and Defendant *never* makes an adjustment due to the terms of the original credit agreement after it receives payment in the amount of the initial letter, the statement in its letter is false, deceptive and misleading.

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.

Second Count 15 U.S.C. §1692g et seq. Validation of Debts

- 39. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs numbered "1" through "38" herein with the same force and effect as if the same were set forth at length herein.
- 40. Pursuant to 15 USC §1692g, a debt collector:
 - (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;
 - (2) The name of the creditor to whom the debt is owed;
 - (3) A statement that unless the consumer, within thirty days after receipt of the notice, disputes the validity of the debt, or any portion thereof, the debt will be assumed to be valid by the debt-collector;
 - (4) A statement that the consumer notifies the debt collector in writing within thirty-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment against the consumer and a copy of such verification or judgment will be mailed to the consumer by the debt collector; and
 - (5) A statement that, upon the consumer's written request within the thirty-day period, the debt collector will provide the consumer with the name and address of the original creditor, if different from the current creditor.
- 41. The July 29, 2016 letter was an initial communication between Plaintiff and Defendant.

- 42. Defendant violated 15 USC §1692g by failing to accurately state, in its initial communication to Plaintiff, the balance of the debt by stating that the outstanding balance "may be different due to adjustments" without adequately advising the Plaintiff of possible adjustments that may occur, including an increase due to accrued statutory interests.
- 43. As a result of Defendant's action, Plaintiff and the least sophisticated consumer could reasonably conclude that she must pay the balance stated in the letter immediately or possibly owe a larger amount, thus leaving her uncertain as to her rights.
- 44. Furthermore, as a result of Defendant's action, Plaintiff and the least sophisticated consumer would not know the exact amount due and owing, as required by 15 USC \$1692g(a)(1), where the Collection Letter falsely stated that the amount due may be greater than the amount actually stated on the Collection Letter.
- 45. Defendant, as a matter of pattern and practice, mails letters, or causes the mailing of letters, to debtors using language substantially similar or materially identical to that utilized by Defendant in mailing the above-cited letter to Plaintiff.
- 46. The letters Defendant mails, or causes to be mailed, are produced by Defendant's concerted efforts and integrated or shared technologies including computer programs, mailing houses, and electronic databases.
- 47. The said letter is a standardized form letter.
- 48. Defendant's July 29, 2016 letter is in violation of 15 U.S.C. §§ 1692e, 1692e(2), 1692e(5) 1692e(10), 1692f and 1692f(1) for the use of false and deceptive means; for falsely representing the character, amount, or legal status of a debt; for the false representation of compensation which may be lawfully received by a debt collector for the collection of a debt; for threatening to take any action that cannot legally be taken or that is not intended

to be taken; for the use of unfair and unconscionable means to collect on a debt; and for attempting to collect an amount unless such an amount is expressly authorized by the agreement creating the debt or permitted by law.

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

PRAYER FOR RELIEF

WHEREFORE, Plaintiff demands judgment against Defendants as follows:

- (a) Declaring that this action is properly maintainable as a Class Action and certifying Plaintiff as Class representative and Joseph H. Mizrahi Law, P.C., as Class Counsel;
- (b) Awarding Plaintiff and the Class statutory damages;
- (c) Awarding Plaintiff and the Class actual damages;
- (d) Awarding Plaintiff costs of this Action, including reasonable attorneys' fees and expenses;
- (e) Awarding pre-judgment interest and post-judgment interest; and
- (f) Awarding Plaintiff and the Class such other and further relief as this Court may deem just and proper.

Respectfully submitted,

By: /s/ Joseph H. Mizrahi Joseph H. Mizrahi, Esq. Joseph H. Mizrahi Law, P.C. 337 Avenue W, Suite 2F Brooklyn, New York 11223 Phone: (917) 299-6612

Fax: (347) 665-1545

Email: Jmizrahilaw@gmail.com

Attorney for Plaintiff

DEMAND FOR TRIAL BY JURY

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

/s/ Joseph H. Mizrahi
Joseph H. Mizrahi, Esq.

Dated: Brooklyn, New York

May 8, 2017

JS 44 (Rev. 07/16)

Case 1:17-cv-02785 Document 2-1 Villad 05/08/17 Page 1 of 2 PageID #: 12

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.)

purpose of initiating the civil de	ocket sneet. (SEE INSTRUC	TIONS ON NEXT PAGE O	F THIS FO	PRM.)					
I. (a) PLAINTIFFS JENNIFER MIZRAHI, on behalf of herself and all others similarly situated, (b) County of Residence of First Listed Plaintiff (EXCEPT IN U.S. PLAINTIFF CASES)				DEFENDANTS					
				NORTHLAND GROUP, INC. 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, A
JOSEPH H. MIZRAHI LA NY 11223, (917) 299-661	W, P.C., 337 Avenue		dyn,	, J., (J)					
II. BASIS OF JURISDI	ICTION (Place an "X" in O	ne Box Only)		TIZENSHIP OF PI (For Diversity Cases Only)	RINCIPA	L PARTIES	Place an "X" in G	-	
☐ 1 U.S. Government Plaintiff			PTF DEF PTF					DEF □ 4	
☐ 2 U.S. Government Defendant	☐ 4 Diversity (Indicate Citizensh	ip of Parties in Item III)	Citize	en of Another State	2 🗖 2	Incorporated and P of Business In A		□ 5	□ 5
				en or Subject of a reign Country	3 🗖 3	Foreign Nation		□ 6	□ 6
IV. NATURE OF SUIT		oly) ORTS	FC	ORFEITURE/PENALTY	I BAN	NKRUPTCY	OTHER S	STATUT	ES
CONTRACT 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 &	PERSONAL INJUR 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 370 Other Fraud 371 Truth in Lending 380 Other Personal Property Damage Product Liability 371 Truth in Lending 385 Property Damage Product Liability PRISONER PETITIO Habeas Corpus: 463 Alien Detainee 510 Motions to Vacate Sentence 530 General 535 Death Penalty Other: 540 Mandamus & Oth 550 Civil Rights 555 Prison Condition 560 Civil Detainee - Conditions of	Y	DRFEITURE/PENALTY 25 Drug Related Seizure of Property 21 USC 881 20 Other LABOR 0 Fair Labor Standards Act 20 Labor/Management Relations 40 Railway Labor Act 51 Family and Medical Leave Act 20 Other Labor Litigation 21 Employee Retirement Income Security Act IMMIGRATION 52 Naturalization Application 55 Other Immigration Actions	422 Appe 423 With 28 U 423 With 28 U 424 With 28 U 425 With 28 U 425 With 28 U 425 With 28 With	eal 28 USC 158 drawal USC 157 RTY RIGHTS virights at emark SECURITY (1395ff) k k Lung (923) C/DIWW (405(g)) D Title XVI (405(g)) AL TAX SUITS s (U.S. Plaintiff efendant)	□ 375 False CI □ 376 Qui Tan 3729(a) □ 400 State Re □ 410 Antitrus □ 430 Banks a: □ 450 Commer □ 470 Rackete: Corrupt ★ 480 Consum □ 490 Cable/S: □ 850 Securitic Exchan; □ 893 Environ □ 895 Freedom Act □ 896 Arbitrat: □ 896 Arbitrat: □ 899 Adminis Act/Rev	aims Act in (31 USC) apportion t and Bankin cre tion er Influen Organiza er Credit at TV es/Comme ge attutory A urral Acts mental M in of Inform ion strative Pr iew or A pecision tionality	nment ng accd and tions odities/ actions fatters mation
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VI. CAUSE OF ACTIO	115 USC 1692	nuse:	(
VII. REQUESTED IN COMPLAINT:	UNDER RULE 2	IS A CLASS ACTION 3, F.R.Cv.P.	N D	EMAND \$		CHECK YES only URY DEMAND:		complai No	nt:
VIII. RELATED CASI IF ANY	E(S) (See instructions):	JUDGE			DOCKE	ET NUMBER			
DATE 05/08/2017		signature of at /s/ Joseph H. N		OF RECORD					
FOR OFFICE USE ONLY RECEIPT # AM	MOUNT	APPLYING IFP		JUDGE		MAG. JUI	OGE		

Case 1:17-cv-02785 Document 1-1 Filed 05/08/17 Page 2 of 2 PageID #: 13

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, JOSEPH ineligib	ole for co	counsel for PLAINTIFF, do hereby certify that the above captioned civil action is compulsory arbitration for the following reason(s):		
	X	monetary damages sought are in excess of \$150,000, exclusive of interest and costs,		
		the complaint seeks injunctive relief,		
	X	Questions of law rather than questions of fact predominate <u>DISCLOSURE STATEMENT - FEDERAL RULES CIVIL PROCEDURE 7.1</u>		
NONE		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)		
provides because same jud case: (A)	that "A ci the cases a ge and ma involves	s 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) ivil case is "related" to another civil case for purposes of this guideline when, because of the similarity of facts and legal issues or arise from the same transactions or events, a substantial saving of judicial resources is likely to result from assigning both cases to the agistrate judge." Rule 50.3.1 (b) provides that "A civil case shall not be deemed "related" to another civil case merely because the civil identical legal issues, or (B) involves the same parties." Rule 50.3.1 (c) further provides that "Presumptively, and subject to the power mine otherwise pursuant to paragraph (d), civil cases shall not be deemed to be "related" unless both cases are still pending before the		
		NY-E DIVISION OF BUSINESS RULE 50.1(d)(2)		
1.)	Is the ci County:	vil action being filed in the Eastern District removed from a New York State Court located in Nassau or Suffolk		
2.)		nswered "no" above: he events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in Nassau or Suffolk		
	b) Did to District	he events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in the Eastern		
Suffolk	County, olk Count	question 2 (b) is "No," does the defendant (or a majority of the defendants, if there is more than one) reside in Nassau or or, in an interpleader action, does the claimant (or a majority of the claimants, if there is more than one) reside in Nassau y?ote: A corporation shall be considered a resident of the County in which it has the most significant contacts).		
BAR ADMISSION				
I am cui	rently ad	Imitted 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 all information provided above.

Signature:_/s/ Joseph H. Mizrahi

UNITED STATES DISTRICT COURT

for the

Eastern District of New York

JENNIFER MIZRAHI, on behalf of herself and all others similarly situated,)))				
Plaintiff(s))				
v.	Civil Action No.				
NORTHLAND GROUP, INC.)				
	,)				
)				
D. (1 (/))				
Defendant(s))				
SUMMONS IN A	A CIVIL ACTION				
To: (Defendant's name and address) NORTHLAND GROUP, INC 7831 GLENROY ROAD SUITE 250 EDINA, MINNESOTA 55439					
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: JOSEPH H. MIZRAHI LAW,	P.C.				
337 AVENUE W					
SUITE 2F BROOKLYN, NEW YORK 11223					
BROOKETH, NEW TORKY	1220				
If you fail to respond, judgment by default will be e You also must file your answer or motion with the court.	entered against you for the relief demanded in the complaint.				
	DOUGLAS C. PALMER CLERK OF COURT				
_					
Date:	Signature of Clerk or Deputy Clerk				
	Signature of Clerk or Deputy Clerk				

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))

was re	This summons for (no ceived by me on (date)	ame of individual and title, if an	ıy)						
wasic	•	ed the summons on the ind	ividual at (place)						
	recisonany serve	a the summons on the ma	on (date)	; or					
	☐ I left the summons at the individual's residence or usual place of abode with (name)								
	on (date)	a person of suitable age and discretion who resi copy to the individual's last known address; or	ides there,						
		nons on (name of individual)	on behalf of (, who is					
	designated by law to	accept service of process	on behalf of (name of organization) on (date)	; or					
	☐ I returned the sum	nmons unexecuted because	2	; 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:		· _							
			Server's signature						
		_	Printed name and title						
		_	Server's address						
			Server s adaress						

Additional information regarding attempted service, etc:

apf 1 PageID #: 16 PAYMENT ADDRESS: P.O. Box 390905 Minneapolis, MN 55439 Mail Code CNYE4

866-595-2447 For General Business Hours, please visit us at: www.payments2northland.com July 29, 2016

Northland Reference # Creditor: CITIBANK, N.A. Regarding: CITI MASTERCARD Original Account #: ********7805



Jennifer L Mizrahi

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Past due account balance: \$10,599.00

Dear Jennifer L Mizrahi.

The above referenced CITIBANK, N.A. account has been assigned to Northland Group, Inc. for collection. We are aware of today's economic climate and the challenges you may be facing. We pride ourselves on being a problem solving leader in this industry and we are confident we can find a resolution to this matter that is mutually agreeable for all parties involved. This may even include a possible settlement for less than the balance owed. Many times, settlement opportunities can carry a multi-payment option as well. Please contact us to resolve the above referenced account and know that we are always interested in hearing any repayment suggestions that you feel are fair and affordable. This offer does not affect your rights set forth below. Make check payable to Citi.

As of the date of this letter, the balance due on the account is \$10,599.00. Because of adjustments that may vary from day to day, the amount due on this account may be different after the date of this letter. For further information please call us at 866-595-2447 or write us at the address provided above.

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 after 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 of 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.

Itemization of Debt:

Charge-Off Date: 4/21/16

Total Amount Due as of Charge-Off: \$10,599.00

Total Amount of Interest Accrued Since Charge-Off: \$0.00 Total Amount of Non-Interest Fees Since Charge-Off: \$0.00 Total Amount of Other Credits Since Charge-Off: \$0.00 Total Amount of Debits Post Charge-Off: \$0.00

Total of Payments Made Since Charge-Off: \$0.00

Thank you,

Kyle Lundeen

This is an attempt to collect a debt by a debt collector and any information obtained will be used for that purpose.

Payment Options

Online: www.payments2northland.com - Phone: 888-287-5711 - Mail: PO Box 390905, Minneapolis, MN 55439

This communication is sent to you by Northland Group, Inc., a debt collector and a member of ACA International. Northland Group is a collection agency. We do not sue people and will not sue you on this account. NOTICE: SEE REVERSE SIDE FOR IMPORTANT INFORMATION

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Suit Says Northland Group's Letters 'Arbitrarily Threatened' Consumers</u>