UNITED STATES DISTRICT COURT EASTERN DISTRICT OF PENNSYLVANIA

others similarly situated,	Case No.:
Plaintiff,	CLASS ACTION COMPLAINT AND
vs.	DEMAND FOR JURY TRIAL
NATIONAL RECOVERY AGENCY,)	
Defendant.	
)	

Plaintiff, Corine O'Dell, ("Plaintiff"), by and through undersigned counsel, hereby sues Defendant, National Recovery Agency, ("NRA" or "Defendant"), and alleges as follows:

PRELIMINARY STATEMENT

1. This is an action for damages arising from Defendant's violations of the Fair Credit Reporting Act,15 U.S.C. § 1681 et seq. (the "FCRA")

JURSIDICTION AND VENUE

- 2. This Court has jurisdiction over this action pursuant to 28 U.S.C. §1331 and §1692.
- 3. Venue is proper in this district under 28 U.S.C §1191(b).

<u>PARTIES</u>

- 4. Plaintiff, Corine O'Dell, is a natural person, whom resides in Columbia, Pennsylvania.
- 5. Defendant National Recovery Agency is a business with its principal place of business as 2491 Paxton St, Harrisburg, Pennsylvania 17111. Defendant is a "debt collector" as that term is used and defined under the FDCPA.

FACTUAL STATEMENT

- 6. NRA has attempted to collect a number of debts from Plaintiff through placement of numerous trade lines on her Trans Union credit report.
- 7. The debts in question stem from medical bills from Lancaster General Health ("Lancaster").
- 8. In 2014, on a date better known by Defendant, NRA placed approximately 8 trade lines on Plaintiff's credit report seeking to collect said medical debts.
- 9. The debts in question were listed within Plaintiff's August 2014 credit report as follows:
 - a. 3030****
 - 1. Placed for collection: 12/12/2012
 - 2. Balance: \$109
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 05/2019
 - b. 3082****
 - 1. Placed for collection: 5/5/2013
 - 2. Balance: \$310
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 08/2019
 - c. 3100****
 - 1. Placed for collection: 3/25/2013
 - 2. Balance: \$110
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 07/2019

d. 3113****

1. Placed for collection: 4/8/2013

2. Balance: \$356

3. Creditor: Lancaster General

4. Month and year of removal: 9/2019

e. 3276****

1. Placed for collection: 10/28/2013

2. Balance: \$2,021

3. Creditor: Lancaster General

4. Month and year of removal: 01/2020

f. 3276****

1. Placed for collection: 10/28/2013

2. Balance: \$1378

3. Creditor: Lancaster General

4. Month and year of removal: 01/2020

g. 3312****

1. Placed for collection: 12/24/2013

2. Balance: \$125

3. Creditor: Lancaster General

4. Month and year of removal: 04/2020

h. 3168****

1. Placed for collection: 06/24/2013

2. Balance: \$248

3. Creditor: Lancaster General

4. Month and year of removal: 12/2019

10. On or about April 3, 2015, all accounts placed by Defendant on Plaintiff's Trans Union

credit report were removed from the report.

After conducting a deposition of Defendant's corporate representative in a related case 11.

between the parties, 5:16-cv-05211, it appears these accounts were removed because the original

creditor, Lancaster, pulled back the accounts from National Recovery Agency. In total, over

63,000 accounts were pulled back. According to Defendant's corporate representative, Lancaster

pulled back the accounts because it was undergoing a change in their computer system, and

wanted the accounts placed with Defendant to be re-marked in their Lancaster's new system.

12. On or about December 12, 2015, Lancaster returned the approximately 63,000 accounts

to Defendant to continue its collection efforts. A number of these accounts belonged to Plaintiff.

13. On or about March 2016, Defendant placed these accounts on Plaintiff's credit report.

14. The newly placed accounts were put on Plaintiff's Trans Union credit report with the

following information:

a. 42778**

1. Placed for collection: 12/12/2015

2. Balance: \$108

3. Creditor: Lancaster General

4. Month and year of removal: 11/2022

b. 42807**

1. Placed for collection: 12/12/2015

2. Balance: \$309

4

- 3. Creditor: Lancaster General
- 4. Month and year of removal: 11/2022
- c. 42796**
 - 1. Placed for collection: 12/12/2015
 - 2. Balance: \$110
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 11/2022
- d. 42822**
 - 1. Placed for collection: 12/12/2015
 - 2. Balance: \$355
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 11/2022
- e. 42862**
 - 1. Placed for collection: 12/12/2015
 - 2. Balance: \$247
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 11/2022
- f. 42865**
 - 1. Placed for collection: 12/12/2015
 - 2. Balance: \$2,020
 - 3. Creditor: Lancaster General
 - 4. Month and year of removal: 11/2022
- g. 42869**

1. Placed for collection: 12/12/2015

2. Balance: \$1,377

3. Creditor: Lancaster General

4. Month and year of removal: 11/2022

h. 42924**

1. Placed for collection: 12/12/2015

2. Balance: \$125

Dalance, 4125

3. Creditor: Lancaster General

4. Month and year of removal: 11/2022

- 15. Account numbers 42778**, 42807**, 42796**, 42822**, 42862**, 42865**, 42869**, 42924** which were placed on Plaintiff's credit report by Defendant in 2016, directly correspond to account numbers 3030***, 3082***, 3100***, 3113***, 3168***, 3276***, 3276***, 3312*** respectively, which had previously been placed on Plaintiff's credit report back in 2013.
- 16. After Plaintiff's first dispute to Trans Union in 2016, Defendant deleted all trade lines except for 4286544 and 4286941.
- 17. On or about April 25, 2016, Defendant received a letter disputing account numbers 4286544 and 4286941.
- 18. In response to Plaintiff's dispute, Defendant sent Plaintiff a collection letter on or about April 26, 2016 providing proof of the debt by attaching bills of the debts in question.
- 19. Thereafter, on or about July 8, 2016, Plaintiff again disputed account numbers 4286544 and 4286941 with Trans Union. The dispute stated Plaintiff disagreed with the age of the account

and specifically the date by which the accounts could no longer credit report, i.e. the date of first delinquency. Exhibit A. Accompanying Plaintiff's dispute letter, Trans Union also provided its own dispute to Defendant, which is known as an ACDV. Exhibit B. Trans Union's dispute instructed Defendant to verify the "date of last payment, date opened/date of first delinquency/billing date/date closed. Verify all dates."

- 20. In response to the July 8, 2016 dispute and Trans Union's ACDV, Defendant failed to conduct a reasonable investigation and verified to Trans Union all of the dates previously reported for accounts 4286544 and 4286941 as accurate, despite being off by two years.
- 21. In fact, based on deposition testimony of an employee in Defendant's dispute department, it is evident that Defendant continuously fails to conduct reasonable investigations in response to consumer disputes. Specifically, Defendant's employee provided testimony that whenever Defendant receives a first consumer dispute about its credit reporting, Defendant's employees are instructed to send out proof of the debt and otherwise verify the information as accurate. This does not constitute any investigation, let alone a reasonable investigation. Thereafter, in the event there are subsequent disputes concerning the same consumer, Defendant's employees simply check whether the proof of the debt was previously sent. If it was, than the debt is verified to the credit bureaus; if it was not sent, than proof of the debt is sent.
- 22. In other words, Defendant's dispute agents do not read the disputes made by consumers and therefore recklessly fail to conduct any reasonable investigation.
- 23. Given this testimony, it is clear that any of the 63,000 consumer accounts which were disputed were also verified erroneously by Defendant.

<u>COUNT I</u> <u>VIOLATIONS OF THE FAIR CREDIT REPORTING ACT</u>

- 24. Plaintiff repeats the allegations contained in the above paragraphs and incorporates them as if specifically set forth at length herein.
- 25. At all times pertinent hereto, NRA was a "person" as that term is used and defined under 15 U.S.C. § 1681a.
- 26. NRA willfully and negligently supplied Trans Union with information about Plaintiff that was false, misleading, and inaccurate.
- 27. NRA willfully and negligently failed to conduct an investigation of the inaccurate information that Plaintiff disputed.
- 28. NRA willfully and negligently failed to report the results of its investigation to the relevant consumer reporting agencies.
- 29. NRA willfully and negligently failed to properly participate, investigate, and comply with the reinvestigations that were conducted by any and all credit reporting agencies, concerning the inaccurate information disputed by Plaintiff.
- 30. NRA willfully and negligently continued to furnish and disseminate inaccurate and derogatory credit, account, and other information concerning Plaintiff to credit reporting agencies.
- 31. NRA willfully and negligently failed to comply with the requirements imposed on furnishers of information pursuant to 15 U.S.C. § 1681s-2(b).
- NRA's conduct, action and inaction was willful, rendering it liable for actual and statutory damages, and punitive damages in an amount to be determined by the Court pursuant to 15 U.S.C. § 1681n. In the alternative, NRA was negligent entitling the Plaintiff to recover actual damages under 15 U.S.C. § 1681o.

CLASS ACTION ALLEGATIONS

The Class

- Plaintiff brings this case as an FCRA class action pursuant to Fed. R. Civ. P. 23 on behalf of herself and all others similarly situated who have been subject to false credit reporting from Defendant which, as alleged herein, are in violation of the FCRA.
- 34. With respect to the Plaintiff's Class, this claim is brought on behalf of the following class:
 - (a) all consumers with a Pennsylvania address; (b) that incurred a debt from Lancaster General Health; (c) for which Defendant placed a trade line on the consumers' credit reports; (d) for which Defendant received a dispute letter concerning the consumer's account(s) (e) and subsequently verified the information as accurate (e) during a period beginning two years prior to the filing of this initial action and ending 21 days after the service of the initial complaint filed in this action.
- 35. Excluded from the Class is Defendant herein, and any person, firm, trust, corporation, or other entity related to or affiliated with the defendant, including, without limitation, persons who are officers, directors, employees, associates or partners of Defendant.

Numerosity

- 36. Upon information and belief, of the 63,000 accounts that were being reported inaccurately, at least forty consumers sent disputes to Defendant concerning these accounts. The members of the Class, therefore, are believed to be so numerous that joinder of all members is impracticable.
- 37. The exact number and identities of the Class members are unknown at this time and can only be ascertained through discovery. Identification of the Class members is a matter capable of ministerial determination from either Defendant's records, the records of Lancaster, or both.

Common Questions of Law and Fact

38. There are questions of law and fact common to the class that predominates over any questions affecting only individual Class members. These common questions of law and fact

include, without limitation: (i) whether Defendant violated the FCRA; (ii) whether Plaintiff and the Class have been injured by Defendant's conduct; (iii) 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 (iv) whether Plaintiff and the Class are entitled to declaratory and/or injunctive relief.

Typicality

39. The Plaintiff's claims are typical of the claims of the class members. Plaintiff and all members of the Plaintiff's Class defined in this complaint have claims arising out of the Defendant's common uniform course of conduct complained of herein. Plaintiff's claims are typical of the claims of the Class, and Plaintiff has no interests adverse or antagonistic to the interests of other members of the Class.

Protecting the Interests of the Class Members

- 40. Plaintiff will fairly and adequately represent the Class members' interests, in that the Plaintiff's counsel is experienced and, further, anticipates no impediments in the pursuit and maintenance of the class action as sought herein.
- 41. Neither the Plaintiff nor her counsel have any interests, which might cause them not to vigorously pursue the instant class action lawsuit.

Proceeding Via Class Action is Superior and Advisable

- 42. A class action is superior to other methods for the fair and efficient adjudication of the claims herein asserted.
- 43. The members of the Class are generally unsophisticated individuals, whose rights will not be vindicated in the absence of a class action.

- 44. Prosecution of separate actions by individual members of the Class would create the risk of inconsistent or varying adjudications resulting in the establishment of inconsistent or varying standards for the parties.
- 45. Certification of a class under Rule 23(b)(3) of the Federal Rules of Civil Procedure is also appropriate in that the questions of law and fact common to members of the Plaintiff's Class predominate over any questions affecting an individual member, and a class action is superior to other available methods for the fair and efficient adjudication of the controversy.
- 46. Depending on the outcome of further investigation and discovery, Plaintiff may, at the time of class certification motion, seek to certify one or more classes only as to particular issues pursuant to Fed. R. Civ. P. 23(c)(4).
- 47. A class action will permit a large number of similarly situated persons to prosecute their common claims in a single forum simultaneously, efficiently, and without the duplication of effort and expense that numerous individual actions would engender. Class treatment also will 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.
- 48. Absent a class action, the Class members will continue to suffer losses borne from Defendant's breaches of Class members' statutorily protected rights as well as monetary damages, thus allowing and enabling: (a) Defendant's conduct to proceed and; (b) Defendant to further enjoy the benefit of its ill-gotten gains.
- 49. Defendant has acted, and will act, on grounds generally applicable to the entire Class, thereby making appropriate a final injunctive relief or corresponding declaratory relief with respect to the Class as a whole.

WHEREFORE, Plaintiff, Corine O'Dell, respectfully requests that this Court do the following for the benefit of Plaintiff:

- a. Enter an Order declaring Defendant's actions, as described above, in violation of the FCRA;
- b. Appoint Plaintiff as the Class Representative, and appoint Plaintiff's Counsel as Lead Counsel for the Class;
- c. Enter a judgment against Defendant for statutory and punitive damages for willful violation of the FCRA;
- d. Award costs and reasonable attorneys' fees; and
- e. Grant such other and further relief as may be just and proper.

JURY TRIAL DEMAND

Plaintiff demands a jury trial on all issues so triable.

Dated this 13th day of February, 2018.

Nicholas Linker, Esq.

Zemel Law LLC

78 John Miller Way, Suite 430

Kearny, NJ 07032 (P) (862) 227-3106

nl@zemellawllc.com

Attorney for Plaintiff

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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				DEFENDA	VTC						
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(c) Attorneys (Firm Name, 2	Address, and Telephone Numbe	er)		Attorneys (If Kn	10WN)						
78 John Miller Way, Suit Kearny, NJ 07032	e 430			l							
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INSTRUCTIONS FOR ATTORNEYS COMPLETING CIVIL COVER SHEET FORM JS 44

Authority For Civil Cover Sheet

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

- I.(a) Plaintiffs-Defendants. Enter names (last, first, middle initial) of plaintiff and defendant. If the plaintiff or defendant is a government agency, use only the full name or standard abbreviations. If the plaintiff or defendant is an official within a government agency, identify first the agency and then the official, giving both name and title.
- (b) County of Residence. For each civil case filed, except U.S. plaintiff cases, enter the name of the county where the first listed plaintiff resides at the time of filing. In U.S. plaintiff cases, enter the name of the county in which the first listed defendant resides at the time of filing. (NOTE: In land condemnation cases, the county of residence of the "defendant" is the location of the tract of land involved.)
- (c) Attorneys. Enter the firm name, address, telephone number, and attorney of record. If there are several attorneys, list them on an attachment, noting in this section "(see attachment)".
- II. Jurisdiction. The basis of jurisdiction is set forth under Rule 8(a), F.R.Cv.P., which requires that jurisdictions be shown in pleadings. Place an "X" in one of the boxes. If there is more than one basis of jurisdiction, precedence is given in the order shown below.

 United States plaintiff. (1) Jurisdiction based on 28 U.S.C. 1345 and 1348. Suits by agencies and officers of the United States are included here. United States defendant. (2) When the plaintiff is suing the United States, its officers or agencies, place an "X" in this box.

 Federal question. (3) This refers to suits under 28 U.S.C. 1331, where jurisdiction arises under the Constitution of the United States, an amendment to the Constitution, an act of Congress or a treaty of the United States. In cases where the U.S. is a party, the U.S. plaintiff or defendant code takes precedence, and box 1 or 2 should be marked.

 Diversity of citizenship. (4) This refers to suits under 28 U.S.C. 1332, where parties are citizens of different states. When Box 4 is checked, the citizenship of the different parties must be checked. (See Section III below; NOTE: federal question actions take precedence over diversity
- III. Residence (citizenship) of Principal Parties. This section of the JS 44 is to be completed if diversity of citizenship was indicated above. Mark this section for each principal party.
- IV. Nature of Suit. Place an "X" in the appropriate box. If there are multiple nature of suit codes associated with the case, pick the nature of suit code that is most applicable. Click here for: Nature of Suit Code Descriptions.
- V. Origin. Place an "X" in one of the seven boxes.
 - Original Proceedings. (1) Cases which originate in the United States district courts.
 - Removed from State Court. (2) Proceedings initiated in state courts may be removed to the district courts under Title 28 U.S.C., Section 1441. When the petition for removal is granted, check this box.
 - Remanded from Appellate Court. (3) Check this box for cases remanded to the district court for further action. Use the date of remand as the filing date.
 - Reinstated or Reopened. (4) Check this box for cases reinstated or reopened in the district court. Use the reopening date as the filing date. Transferred from Another District. (5) For cases transferred under Title 28 U.S.C. Section 1404(a). Do not use this for within district transfers or multidistrict litigation transfers.
 - Multidistrict Litigation Transfer. (6) Check this box when a multidistrict case is transferred into the district under authority of Title 28 U.S.C. Section 1407.
 - Multidistrict Litigation Direct File. (8) Check this box when a multidistrict case is filed in the same district as the Master MDL docket.

 PLEASE NOTE THAT THERE IS NOT AN ORIGIN CODE 7. Origin Code 7 was used for historical records and is no longer relevant due to changes in statue.
- VI. Cause of Action. Report the civil statute directly related to the cause of action and give a brief description of the cause. Do not cite jurisdictional statutes unless diversity. Example: U.S. Civil Statute: 47 USC 553 Brief Description: Unauthorized reception of cable service
- VII. Requested in Complaint. Class Action. Place an "X" in this box if you are filing a class action under Rule 23, F.R.Cv.P.

 Demand. In this space enter the actual dollar amount being demanded or indicate other demand, such as a preliminary injunction.

 Jury Demand. Check the appropriate box to indicate whether or not a jury is being demanded.
- VIII. Related Cases. This section of the JS 44 is used to reference related pending cases, if any. If there are related pending cases, insert the docket numbers and the corresponding judge names for such cases.

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

Case 5:18-cv-00743-EGS Document 1-2 Filed 02/20/18 Page 1 of 1 UNITED STATES DISTRICT COURT

FOR THE EASTERN DISTRICT OF PENNSYLVANIA — DESIGNATION FORM to be assignment to appropriate calendar.	
Address of Plaintiff: 214 4th Street, Columbia, Pennsylvania 17512	
Address of Defendant: 2491 Paxton Street, Harrisburg, Pennsylvania	17111
Place of Accident, Incident or Transaction: Columbia, Pennsylvania	
(Use Reverse Side For Ad	lditional Space)
Does this civil action involve a nongovernmental corporate party with any parent corporation an	d any publicly held corporation owning 10% or more of its stock?
(Attach two copies of the Disclosure Statement Form in accordance with Fed.R.Civ.P. 7.1(a))	Yes U Noti
Does this case involve multidistrict litigation possibilities?	YesD No.
RELATED CASE, IF ANY: Case Number: 5:16-CV-05211 Judge Hon. Edward G. Smith	Date Terminated: Still active
Civil cases are deemed related when yes is answered to any of the following questions:	
1. Is this case related to property included in an earlier numbered suit pending or within one ye	ar previously terminated action in this court?
	Yes⊔ Nota
2. Does this case involve the same issue of fact or grow out of the same transaction as a prior s	uit pending or within one year previously terminated
action in this court?	Yes⊠ No□
3. Does this case involve the validity or infringement of a patent already in suit or any earlier n	umbered case pending or within one year previously
terminated action in this court?	Yes□ No⊠
the state of the same of the s	r core filed by the same individual?
4. Is this case a second or successive habeas corpus, social security appeal, or pro se civil right	Yes□ No□
CIVIL: (Place ✓ in ONE CATEGORY ONLY)	
A. Federal Question Cases:	B. Diversity Jurisdiction Cases:
1. Indemnity Contract, Marine Contract, and All Other Contracts	1. D Insurance Contract and Other Contracts
2. D FELA	2. D Airplane Personal Injury
3. □ Jones Act-Personal Injury	3. Assault, Defamation
4. D Antitrust	4. Marine Personal Injury
5. □ Patent	5. D Motor Vehicle Personal Injury
6. D Labor-Management Relations	6. Other Personal Injury (Please specify)
7. Civil Rights	7. Products Liability
8. □ Habeas Corpus	8. Products Liability — Asbestos
9. © Securities Act(s) Cases	9. All other Diversity Cases
10. D Social Security Review Cases	(Please specify)
11. All other Federal Question Cases (Please specify) 15 U.S.C. 1681 et seq.	
(Please specify)	
ARBITRATION CERT (Check Appropriate C	Category)
Nicholas Linker , counsel of record do hereby cert Description Pursuant to Local Civil Rule 53.2, Section 3(c)(2), that to the best of my knowledge and	ny: I belief, the damages recoverable in this civil action case exceed the sum of
\$150,000.00 exclusive of interest and costs;	,
Relief other than monetary damages is sought.	
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DATE:Attorney-at-Law	Attorney I.D.#
NOTE: A trial de novo will be a trial by jury only if the	
I certify that, to my knowledge, the within case is not related to any case now pending o	r within one year previously terminated action in this court
except as noted above.	321521
DATE:Attorney-at-Law	Attorney i.D.#
Attorney-at-Law	Audito) von

CIV. 609 (5/2012)

IN THE UNITED STATES DISTRICT COURT FOR THE EASTERN DISTRICT OF PENNSYLVANIA

CASE MANAGEMENT TRACK DESIGNATION FORM

CORINE O'DELL

CIVIL ACTION

v.

NO. 18

743

NATIONAL RECOVERY AGENCY

In accordance with the Civil Justice Expense and Delay Reduction Plan of this court, counsel for plaintiff shall complete a Case Management Track Designation Form in all civil cases at the time of filing the complaint and serve a copy on all defendants. (See § 1:03 of the plan set forth on the reverse side of this form.) In the event that a defendant does not agree with the plaintiff regarding said designation, that defendant shall, with its first appearance, submit to the clerk of court and serve on the plaintiff and all other parties, a Case Management Track Designation Form specifying the track to which that defendant believes the case should be assigned.

SELECT ONE OF THE FOLLOWING CASE MANAGEMENT TRACKS:

(a)	Habeas Corpus -	- Cases brought unde	er 28 U.S.C. § 224	1 through § 2255.	()
١.	u,	Tiuocus Corpus	Cases of Cagnit and	7 20 0.0.0. 3 22 I	i unough 3 zzee.	()

- (b) Social Security Cases requesting review of a decision of the Secretary of Health and Human Services denying plaintiff Social Security Benefits. ()
- (c) Arbitration Cases required to be designated for arbitration under Local Civil Rule 53.2. ()
- (d) Asbestos Cases involving claims for personal injury or property damage from exposure to asbestos.
- (e) Special Management Cases that do not fall into tracks (a) through (d) that are commonly referred to as complex and that need special or intense management by the court. (See reverse side of this form for a detailed explanation of special management cases.)
- (f) Standard Management Cases that do not fall into any one of the other tracks.

2/6/2018	Nicholas Linker	Plaintiff, Corine O'Dell			
Date	Attorney-at-law	Attorney for			
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Telephone FAX Number E-Mail Address

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ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: PA Consumer Alleges National Recovery Agency's Debt Dispute Investigations Don't Pass Muster