

**UNITED STATES DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
TAMPA DIVISION**

CARA WILSON, on behalf of herself and all
others similarly situated,

Plaintiff,

v.

COMENITY BANK,

Defendant.

CASE NO.:

CLASS ACTION

JURY TRIAL DEMANDED

CLASS ACTION COMPLAINT

1. Plaintiff, Cara Wilson, individually and on behalf of all others similarly situated, asserts Comenity Bank (“Comenity”) “robocalled” her repeatedly in violation of the Telephone Consumer Protection Act, 47 U.S.C. §227 *et seq.* (“TCPA”), the Fair Debt Collection Practices Act (“FDCPA”) 15 U.S.C. §227 *et seq.*, and Invasion of Privacy (“IOP”).

2. Comenity has a corporate policy of repeatedly contacting family and friends of debtors to leave supposedly “urgent messages” for the alleged debtor, using this as a tool to humiliate and embarrass alleged debtors as well as to intentionally cause aggravation and annoyance to their relatives and friends.

3. Harassment of family members and friends is not a novel form of debt collection abuse by any means, but Comenity adds a new twist to this old tactic by using overseas call centers to do so, presumably at an extremely low cost. It also uses autodialers to further economize this mass harassment.

4. Indeed, Comenity is notable for having established an entire department set up to “skip trace” or otherwise track down family members and friends of alleged debtors, just so it can illegally roboblast abusive and deceptive calls to them.

5. As is further explained below, Comenity's illegal tactics are another reason why robocalls continue to be the #1 complaint in America.

INTRODUCTION

6. In 1991, Congress enacted the TCPA because of the abuses of automatic telephone dialers.

7. Senator Hollings, the TCPA's sponsor, described these calls as "**the scourge of modern civilization**" 137 Cong. Rec. 30, 821 (1991).

8. Today, this scourge has become even worse than anyone ever imagined in 1991.

9. In May of 2019, Americans were bombarded with a shocking 5.2 *billion* robocalls—an increase by an incredible 370% just since December 2015.¹

10. Recently, the 4th Circuit in *Krakauer v. Dish L.L.C.*, No. 18-1518, 2019 WL 2292196 (4th Cir. May 30, 2019) rendered a compelling and thoughtful opinion which illustrates in no uncertain terms why these TCPA case can and should be handled on a class wide basis, holding:

Given the remedial purpose of the TCPA, it is no surprise that its cause of action would be conducive to class-wide disposition. In enacting the law, Congress sought to deter an activity that, while pernicious and disruptive, does not trigger extensive liability in any single case. Since few individuals would have an incentive to bring suit, no matter how frustrated they were with the intrusion on their privacy, the TCPA opted for a model that allows for resolution of issues without extensive individual complications. (p. 18)

The TCPA was enacted to solve a problem. Simply put, people felt almost helpless in the face of repeated and unwanted telemarketing calls. S. Rep. No. 102-178, at 1-2 (1991). Congress responded with an Act that featured a combination of public and private enforcement, allowing suits both to enjoin intrusive practices and

¹ YouMail Robocall Index, available at <http://RobocallIndex.com/>

deter future violations through money damages. The features of the private right of action in § 227(c)(5), whether statutory damages or strict liability, evince an intent by Congress to allow consumers to bring their claims at modest personal expense. These same features also make TCPA claims amenable to class action resolution. Dish's arguments, if accepted, would contort a simple and administrable statute into one that is both burdensome and toothless. It would be dispiriting beyond belief if courts defeated Congress' obvious attempt to vindicate the public interest with interpretations that ignored the purpose, text, and structure of this Act at the behest of those whose abusive practices the legislative branch had meant to curb. (p. 33)

This will not happen. Class adjudication is complicated, and getting it right requires a careful parsing of the claims and the evidence from the start. It also requires striking a balance between efficient administration and fairness to all those affected, whether they be the class members, the defendants, or absent parties who are nonetheless bound by the judgment. The proceedings below reflected just the measured and thorough approach that we might hope for in such demanding situations. (*Id.*)

11. “[T]he legislative intent behind the TCPA supports the view that class action is the superior method of litigation. ‘[I]f the goal is to **remove the scourge**’ from our society, it is unlikely that individual suits would deter large entities as effectively as aggregated class actions and that individuals would be motivated ... to sue in the absence of the class action vehicle.” [emphasis added] *Krakauer v. Dish Network L.L.C.*, 311 F.D.R. 384, 400 (M.D.N.C. May 22, 2017).

12. Comenity is not the only one of these “large entities” that clearly needs to be stopped, but also bears the dubious distinction of perhaps being the most abusive robocalling debt collector in the country.

13. Comenity recently settled the TCPA class action, *Carrie Couser v. Comenity Bank, et al*, 3:12-cv-02484-MMA-BGS, for \$8,475,000 settlement, and in doing so, specifically carved out what it referred to as “wrong numbers”. These “wrong numbers” are at issue on this case.

However, these are not really “wrong” numbers, they are in fact the exact right number Comenity intended to call. They would be more accurately labeled “illegal numbers” robocalled without express consent.

14. The *Couser* class action has not stopped Comenity from breaking the law; indeed, it appears to have emboldened it into assuming it can continue to break the law and get away with it.

15. As suggested in the *Krakauer* case, individual suits have provided no deterrence whatsoever against serial TCPA violators like Comenity, as evidenced by the over 100 individual lawsuits against Comenity in the last few years. Attached hereto is Exhibit A which lists each case individually filed against Comenity relating to the alleged issues in this Complaint.

16. Comenity, as a serial violator of the TCPA, and has settled hundreds of TCPA lawsuits, including those in arbitration and handled pre-suit. Comenity pays “hush-money” to their individual victims of robo-harassment that are aware enough of their rights to sue it, and then forces these persons to sign confidentiality agreements. Comenity in essence uses this as a way to continue to break the law and get away with it.²

17. Comenity’s business model in making these types of calls puts profits over people. This form of abuse is so lucrative that individual settlements can be made without making a significant dent in the profits inherent to the abuse.

18. Comenity Bank is one of the top five companies with the most debt collection complaints in 2017 according to an analysis completed by the National Consumer Law Center

² This information will be obtained through discovery and will assist this Court in determining the willful and knowing violation of the TCPA and FDCPA.

(“NCLC”) using data from the Federal Trade Commission (“FTC”). Please see Exhibit B attached hereto this Complaint.

19. Comenity has been ordered to turn over the prior complaints made by their own customers as discovery in another lawsuit. See *Ehrlich v. Comenity Capital Bank, a subsidiary of Comenity LLC*, (S.D. Fla. August 07, 2017) Attached as Exhibit C.

20. The TCPA was enacted to prevent companies like Comenity from invading American citizens’ privacy and making illegal robocalls.

21. Congress enacted the TCPA to prevent real harm. Congress found that "automated or pre-recorded calls are a nuisance and an invasion of privacy, regardless of the type of call" and decided that "banning" such calls made without consent was "the only effective means of protecting telephone consumers from this nuisance and privacy invasion." Pub. L. No. 102-243, §§ 2(10-13) (Dec. 20, 1991), codified at 47 U.S.C. § 227; see also *Mims v. Arrow Fin. Servs., LLC*, 132 S. Ct. 740, 744 (2012) (“The Act bans certain practices invasive of privacy”).

22. According to findings by the Federal Communication Commission (“FCC”)—the agency Congress vested with authority to issue regulations implementing the TCPA—such calls are prohibited because, as Congress found, automated or prerecorded telephone calls are a greater nuisance and invasion of privacy than live solicitation calls, and such calls can be costly and inconvenient. The FCC also recognized that wireless customers are charged for incoming calls whether they pay in advance or after the minutes are used. These types of damages are the same shared by the Plaintiff and the class members.

23. Comenity is actively participating in the robocalling plague infecting America today.

24. Not only is Comenity known as a prolific robobully, it is also, as clearly illustrated by this case, an abusive debt collector pursuant to the FDCPA.

25. The FDCPA states:

Congressional findings and declarations of purpose

- (a) There is abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors. Abusive debt collection practices contribute to personal bankruptcies, to marital instability, to loss of jobs, and invasion of individual privacy.
- (b) Existing laws and procedures for redressing these injuries are inadequate to protect consumers
- (c) Means other than misrepresentation or other abusive debt collection practices are available for the effective collection of debts.
- (d) Abusive debt collection practices are carried on to a substantial extent in interstate commerce and through means and instrumentalities of such commerce. Even where abusive debt collection practices are purely intrastate in character, they nevertheless directly affect interstate commerce.
- (e) It is the purpose of this title to eliminate abusive debt collection practices by debt collectors, to ensure that those debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses.

26. One of the main purposes of the FDCPA is to prevent debt collectors such as Comenity from harassing and abusing debtors and their families in America.

JURISDICTION AND VENUE

27. Jurisdiction and venue for purposes of this action are appropriate and conferred by 28 U.S.C. §1331.

28. The alleged violations described in this complaint took place in Parrish, Florida, which is within the territorial jurisdiction of the Middle District of Florida.

FACTUAL ALLEGATIONS

29. Plaintiff is a natural person, and citizen of the State of Florida, residing in Parrish, Florida.

30. Plaintiff is the “called party.” *See Breslow v. Wells Fargo Bank, N.A.*, 755 F. 3d 1265 (11th Cir. 2014); *Osorio v. State Farm Bank, F.S.B.*, 746 F. 3d 1242 (11th Cir. 2014).

31. Comenity is a corporation with its principal place of business in Columbus, Ohio, and conducts business in the State of Florida and across the United States.

32. Comenity has a despicable policy of calling family members and friends of the alleged debtor. Comenity then has their collectors read from a script that has no other purpose than to terrorize the alleged debtor through harassment of their friends and relatives.

33. On April 23, 2019, Comenity left the following message:

This urgent message is for Mr. David Guerrero from Mr. Quran from Comenity Capital Bank. Today is the 23rd of April 2019 and we are urgently attempting to locate him at this hour. It is our understanding that we have reached the voicemail of potentially somebody who knows him by the name of Chelsea Taylor Wilson. If that is the case and you do speak with Mr. Guerrero, we’re asking that you would kindly as a courtesy to us forward this message to him so that he would contact me immediately at 8-6-6-8-6-7-2-5-0-8. My extension to speak with me directly is 1-2-4-6-1-2-7. Again, my name is Mr. Quran with Comenity Capital Bank and we are urgently trying to make contact with David Guerrero. The phone number for him to contact me today on the 23rd of April 2019. It’s currently 3:14 in the afternoon Eastern Standard time, I will be here until 9 is 8-6-6-8-6-7-2-5-0-8. My extension is 1-2-4-6-1-2-7. Again, that is David Renaldo Guerrero. Thank you.

34. On April 24, 2019, Comenity left the following message:

This message is for David Guerrero. This is Amanda. I’m calling from Comenity Bank in (sic) regarding an urgent situation that was placed with me for handling. I need you to call me today to discuss your situation and options. I am available until 9 p.m. eastern standard time. My number is 1-8-0-0-2-3-9-0-1-0-4. Again, that number is 1-8-0-0-2-3-9-0-1-0-4. Thank you.

35. On April 27, 2019 Comenity left the following message:

This message is for David Guerrero. This is Melwyn from Comenity Bank. And I'm calling regarding an urgent situation that was placed with me for handling. I need you to call today to discuss your situation and options. I am available until 9 p.m. eastern standard time. My number is 1-800-2-3-9-0-1-0-4. Again, that number is 1-800-2-3-9-0-1-0-4. Thank you.

36. Despite Comenity's statements above, there is absolutely nothing "urgent" about Comenity's communications. Rather, these are garden-variety debt collection calls.

37. Comenity creates this false sense of "urgency" as a way to panic family members and friends with the hopes that they will call the alleged debtor and further instill panic in them, as well as to force the debtor to experience extreme embarrassment by forcing them to explain the debt-collection purpose behind the call to the friend or relative. Ultimately, another purpose of this tactic is to make it so that family and friends feel harassed and demand that the alleged debtor resolve the debt to end the harassment.

38. The calls are made by Comenity are deceptive as to more than just their supposed "urgency." As evidenced by the April 23, 2019 message, Comenity knew full well it was calling merely "someone who knows" the alleged debtor. However, the very next day on April 24, 2019 and three days later on April 27, 2019, Comenity left deceptive messages pretending as if it were calling the alleged debtor.

39. Upon knowledge and belief, the debt that Comenity was attempting to collect through these calls to the Plaintiff was not owed to Comenity, but rather was purportedly owed to Wyndham Vacation Resorts, Inc.

40. Comenity obviously never had "express consent" to call Plaintiff's cellular telephone number or other similarly situated family and friends, as they had no relationship with Comenity.

41. Comenity placed several calls to Plaintiff's cellular telephone using an ATDS without the express prior consent to do so, and with the knowledge that they were calling the wrong number.

42. Comenity is believed to have used an "off the shelf predictive dialer" which qualifies as an ATDS to make the calls referenced in this complaint. Plaintiff's counsel has represented numerous debt collection clients in actions against Comenity who have described indicia of autodialer use by Comenity, such as the existence of a distinctive pause before Comenity's representative came onto the line.

43. It appears evident from the call recordings, including the accents of the callers, that these calls were likely placed by Comenity's overseas call centers known to use autodialers for this form of abuse. The tape recordings also provide further evidence the calls are being handled by a call center, indicative of using an ATDS, as you can hear other debt collectors talking at the same time.

44. Comenity has called numerous other individuals, including class members, without their express consent using this exact same predictive dialer.

45. Each call Comenity made to the Plaintiff's aforementioned cellular telephone number was done so without the "express permission" of the Plaintiff.

46. Plaintiff is the regular user and carrier of the cellular telephone number at issue, (813) 293-5929.

47. Comenity made at least one call to (813) 293-5929 using an "automatic telephone dialing system" (ATDS).

48. Comenity made numerous calls to (813) 293-5929 using an ATDS.

49. Each call Comenity made to (813) 293-5929 in the last four years was made using an ATDS.

50. Each call Comenity made to the Plaintiff's cell phone was done so knowing there was no "express consent" of the Plaintiff.

51. Each call Comenity made to the Plaintiff was made using an ATDS, which has the capacity to store or produce telephone numbers to be called, without human intervention, using a random or sequential number generator; and to dial such numbers as specified by 47 U.S.C § 227(a)(1).

52. By effectuating these unlawful phone calls, Comenity has caused Plaintiff the very harm that Congress sought to prevent—namely, a "nuisance and invasion of privacy."

53. Comenity's aggravating and annoying phone calls trespassed upon and interfered with Plaintiff's rights and interests in her cellular telephone and cellular telephone line, by intruding upon Plaintiff's seclusion.

54. Comenity's phone calls harmed Plaintiff by wasting her time, trespassed on her phone, invaded her privacy as well as caused aggravation and inconvenience.

55. Moreover, "wireless customers [like Plaintiff] are charged for incoming calls whether they pay in advance or after the minutes are used." In re: Rules Implementing the TCPA of 1991, 23 FCC Rcd 559, 562 (2007). Comenity's phone calls harmed Plaintiff by depleting the battery life on her cellular telephone, and by using minutes allocated to Plaintiff by her cellular telephone service provider.

56. Despite actual knowledge of its wrongdoing, Comenity continued the campaign of illegal robocalls.

57. Comenity willfully or knowingly violated the TCPA with respect to the Plaintiff and the members of the class.

58. Comenity willfully or knowingly violated the FDCPA with respect to the Plaintiff and the members of the class.

COUNT I

(Violation of the TCPA)

59. Plaintiff incorporates Paragraphs one (1) through fifty-eight (58) above.

60. Comenity violated the TCPA with respect to the Plaintiff and members of the class each time it called the Plaintiff or those class members that were similarly situated without having express consent to place such calls using an ATDS.

61. Comenity knowingly or willfully violated the TCPA with respect to the Plaintiff and the class.

62. Comenity's repeated placement of unconsented-to, non-emergency telephone calls using an automatic telephone dialing system to the wireless telephone number of the Plaintiff and class members was a violation of federal law, including 47 U.S.C § 227(b)(1)(A)(iii).

63. As a result of Comenity's illegal conduct, Plaintiff and the members of the class suffered actual damages and, under § 227(b)(3)(B), is entitled to, inter alia, a minimum of \$500.00 in damages for each such violation of the TCPA.

64. The Plaintiff is also entitled to statutory treble damages for Comenity's willful or knowing violations of the TCPA.

65. Plaintiff and class members are also entitled to, and do seek, injunctive relief prohibiting Comenity from violating the TCPA in the future.

WHEREFORE, Plaintiff respectfully demands a trial by jury on all issues so triable and judgment against Comenity for statutory damages, treble damages, actual damages and any other such relief the court may deem just and proper.

COUNT II

(Violation of the FDCPA)

66. Plaintiff incorporates paragraphs one (1) through fifty-eight (58) as if fully restated herein.

67. At all times relevant to this action, Comenity is subject to and must abide by 15 U.S.C. § 1692 et seq.

68. Comenity is subject to and must abide by all terms defined in 15 U.S.C. § 1692(a).

69. Comenity engaged in an act or omission prohibited under 15 U.S.C. § 1692(c)(b) by willfully communicating with a third party unrelated to the consumer. As described under 15 U.S.C. § 1692(c)(b), a debt collector may not communicate, in the collection of any debt, with any person other than the consumer, his attorney, a consumer reporting agency, creditor, the attorney of the creditor, or the attorney of the debt collector.

70. Comenity engaged in an act or omission prohibited under 15 U.S.C. § 1692(d) by willfully engaging in conduct the natural consequence of which is to harass, oppress, or abuse any person in connection with the collection of a debt.

71. Comenity engaged in an act or omission prohibited under 15 U.S.C. § 1692(e)(10) by willfully using false representation or deceptive means to collect any debt or to obtain information concerning a consumer.

WHEREFORE, Plaintiff respectfully demands a trial by jury on all issues so triable and judgment against Comenity for statutory damages, punitive damages, actual damages, costs,

interest, attorney fees, enjoinder of future illegal conduct, and any other such relief the court may deem just and proper.

COUNT III

(Invasion of Privacy – Intrusion Upon Seclusion)

72. Plaintiff incorporates Paragraphs one (1) through fifty-eight (58) as if fully restated herein.

73. Defendant's policy of calling relative and friends has repeatedly and intentionally invaded Plaintiff's privacy through Defendant's collection conduct.

74. All of the calls made to Plaintiff's cell phone by Defendant and its agents using an automatic telephone dialing system were made in violation of the TCPA and were unreasonable and highly offensive invasions of Plaintiff's right to privacy.

75. Defendant's persistent calls to her cellular eliminated Plaintiff's right to be left alone. Defendant continues this practice with no regard to an alleged debtor's individualized situation and relationship with family members and friends.

76. Defendant's collection calls purposely made to the friend or family of an alleged debtor disrupted Plaintiff's privacy, disrupted Plaintiff's sleep, disrupted Plaintiff during mealtimes, disrupted Plaintiff during her work, and continually frustrated and annoyed Plaintiff.

77. Plaintiff has no escape to the incessant calls as Plaintiff is not who Defendant is even looking for. By continuing this campaign of calls, Defendant has intentionally made Plaintiff responsible in relaying communications that invade and disrupts Plaintiff during her everyday life.

78. These persistent autodialed collection calls eliminated the peace and solitude that the Plaintiff would have otherwise had in Plaintiff's home and anywhere else Plaintiff went with her cellular phone.

79. By calling her cellular phone with the intentions of harassment as described herein, under the false guise of finding another person, Plaintiff had no escape from these collection calls either in her home or when she left the home.

80. By persistently autodialing Plaintiff's cellular phone without prior express consent, Defendant invaded Plaintiff's right to privacy, as legally protected by the TCPA, and caused Plaintiff to suffer concrete and particularized harm.

81. Defendant's harassing collection conduct and tactic of repeatedly auto dialing Plaintiff to her cellular willfully knowing that Plaintiff is not the alleged debtor is highly offensive to a reasonable person.

82. Defendant intentionally intruded upon Plaintiff's solitude and seclusion.

83. As a result of Defendant's action or inaction, Plaintiff has been damaged.

WHEREFORE, Plaintiff respectfully demands a trial by jury on all issues so triable and judgment against Defendant for statutory damages, punitive damages, actual damages and any other such relief the court may deem just and proper.

CLASS ACTION ALLEGATIONS

84. Plaintiff restates each of the allegations in all other paragraphs as if fully stated herein. Plaintiff, individually and on behalf of all others similarly situated, brings the above claims on behalf of a Class.

85. In this case, Plaintiff seeks to certify the class, subject to amendment, as follows:

The Comenity TCPA Class consists of:

(1) All persons in the United States (2) to whose cellular telephone number (3) Comenity placed a non-emergency telephone call relating to a debt (4) using substantially the same system(s) that were used to telephone Plaintiff (5) within 4 years of the filing of this complaint and (6) where Comenity did not have express consent to call said cellular telephone number.

The “Skip Trace” Sub-Class Consists of:

(1) All persons in the United States (2) to whose cellular telephone number (3) Comenity placed a non-emergency telephone call relating to a Comenity debt (4) using substantially the same system(s) that were used to telephone Plaintiff (5) within 4 years of the complaint and (6) where Comenity obtained the cellular telephone number via a skip trace, or similar means, and for which number was not previously provided by the called party.

86. The Comenity FDCPA Class consists of:

(1) All persons Comenity called, who were not alleged debtors, and were left the same or similar message as the following:

a) This urgent message is for Mr. David Guerrero from Mr. Quran from Comenity Capital Bank. Today is the 23rd of April 2019 and we are urgently attempting to locate him at this hour. It is our understanding that we have reached the voicemail of potentially somebody who knows him by the name of Chelsea Taylor Wilson. If that is the case and you do speak with Mr. Guerrero, we’re asking that you would kindly as a courtesy to us forward this message to him so that he would contact me immediately at 8-6-6-8-6-7-2-5-0-8. My extension to speak with me directly is 1-2-4-6-1-2-7. Again, my name is Mr. Quran with Comenity Capital Bank and we are urgently trying to make contact with David Guerrero. The phone number for him to contact me today on the 23rd of April 2019. It’s currently 3:14 in the afternoon Eastern Standard time, I will be here until 9 is 8-6-6-8-6-7-2-5-0-8. My extension is 1-2-4-6-1-2-7. Again, that is David Renaldo Guerrero. Thank you.

and (2) All persons Comenity called, who were not alleged debtors, and were left the same or similar message as the following:

b) This message is for David Guerrero. This is Amanda. I’m calling from Comenity Bank in (sic) regarding an urgent situation that was placed with me for handling. I need you to call me today to discuss your situation and options. I am available until 9 p.m. eastern standard time. My number is 1-8-0-0-2-3-9-0-1-0-4. Again, that number is 1-8-0-0-2-3-9-0-1-0-4. Thank you.

and (3) All persons Comenity called, who were not alleged debtors, and were read the same or similar script as the following:

c) I'm calling regarding an urgent situation that was placed with me for handling. I need you to call today to discuss your situation and options. I am available until 9 p.m. eastern standard time. My number is 1-800-2-3-9-0-1-0-4. Again, that number is 1-800-2-3-9-0-1-0-4. Thank you.

87. The Comenity Invasion of Privacy Class consists of:

(1) All persons Comenity called, who were not alleged debtors, and were left the same or similar message as the following:

d) This urgent message is for Mr. David Guerrero from Mr. Quran from Comenity Capital Bank. Today is the 23rd of April 2019 and we are urgently attempting to locate him at this hour. It is our understanding that we have reached the voicemail of potentially somebody who knows him by the name of Chelsea Taylor Wilson. If that is the case and you do speak with Mr. Guerrero, we're asking that you would kindly as a courtesy to us forward this message to him so that he would contact me immediately at 8-6-6-8-6-7-2-5-0-8. My extension to speak with me directly is 1-2-4-6-1-2-7. Again, my name is Mr. Quran with Comenity Capital Bank and we are urgently trying to make contact with David Guerrero. The phone number for him to contact me today on the 23rd of April 2019. It's currently 3:14 in the afternoon Eastern Standard time, I will be here until 9 is 8-6-6-8-6-7-2-5-0-8. My extension is 1-2-4-6-1-2-7. Again, that is David Renaldo Guerrero. Thank you.

and (2) All persons Comenity called, who were not alleged debtors, and were left the same or similar message as the following:

e) This message is for David Guerrero. This is Amanda. I'm calling from Comenity Bank in (sic) regarding an urgent situation that was placed with me for handling. I need you to call me today to discuss your situation and options. I am available until 9 p.m. eastern standard time. My number is 1-8-0-0-2-3-9-0-1-0-4. Again, that number is 1-8-0-0-2-3-9-0-1-0-4. Thank you.

and (3) All persons Comenity called, who were not alleged debtors, and were read the same or similar script as the following:

f) I'm calling regarding an urgent situation that was placed with me for handling. I need you to call today to discuss your situation and options. I am available until 9 p.m. eastern standard time. My number is 1-800-2-3-9-0-1-0-4. Again, that number is 1-800-2-3-9-0-1-0-4. Thank you.

88. Plaintiff represents and is a member of the Class. Excluded from the Class are Comenity and any entities in which Comenity has a controlling interest, Comenity's agents and employees, the Judge to whom this action is assigned, and any member of the Judge's staff and immediate family, and claims for personal injury, wrongful death and/or emotional distress.

89. Plaintiff is presently unaware of the exact number of members in the Class, but based upon the size and scope of Comenity's business, including the fact that Comenity Bank has been sued hundreds of times for violating the TCPA, Plaintiff reasonably believes that the class members number at a minimum is in the thousands.

90. Plaintiff and all members of the Class have been harmed by Comenity's actions.

91. This Class Action Complaint seeks money damages and injunctive relief.

92. The joinder of all class members is impracticable due to the size and relatively modest value of each individual claim.

93. The disposition of the claims in a class action will provide substantial benefit to both the parties and the Court in avoiding multiplicity of identical suits. The class can be easily identified through records maintained by Comenity.

94. There are questions of law and fact common to the members of the Class, which common questions predominate over any questions that affect only individual class members. Those common questions of law and fact include, but are not limited to:

- (1) Whether Comenity engaged in a pattern of using an ATDS to place calls to cellular telephones without the prior express consent of the called party;
- (2) Whether Comenity's conduct was knowing or willful; and
- (3) Whether Comenity's actions violated the TCPA.
- (4) Whether Comenity's action violated the FDCPA.
- (5) Whether Comenity's action violated Florida's Invasion of Privacy law.

95. As a person who received the telephone calls using an ATDS or an artificial or prerecorded voice, without their prior express consent, all within the meaning of the TCPA, Plaintiff asserts claims that are typical of the members of the Class.

96. As a person who received the telephone calls without their prior express consent for a family member or relative's debt, Plaintiff asserts claims that are typical of the members of the Class.

97. Plaintiff will fairly and adequately represent and protect the interests of the Class, and Plaintiff does not have an interest that is antagonistic to any member of the Class.

98. Plaintiff has retained counsel experienced in handling class action claims involving violations of federal and state consumer protection statutes such as the TCPA, FDCPA and IOP.

99. A class action is the superior method for the fair and efficient adjudication of this controversy.

100. Class-wide relief is essential to compel Comenity to comply with the above-mentioned laws. The interest of class members in individually controlling the prosecution of separate claims against Comenity is small because the statutory damages in an individual action for violations are small.

101. Management of these claims is likely to present significantly fewer difficulties than are presented in many class claims because the calls at issue are all automated and the class members, by definition, did not provide the prior express consent required under the statute to authorize calls to their cellular telephones.

102. Comenity has acted on grounds generally applicable to the Class, thereby making final injunctive relief and corresponding declaratory relief with respect to the class as a whole appropriate.

103. Moreover, Plaintiff alleges that the above violations complained of herein are substantially likely to continue in the future if an injunction is not entered.

WHEREFORE, Plaintiff requests that the Court enter judgment in her favor and favor of the Class, and against Comenity for:

- a. A declaration that Comenity's practices described herein violate the Telephone Consumer Protection Act, 47 U.S.C. § 227; and the Fair Debt Collection Practices Act, 47 U.S.C. § 227 and Florida's Invasion of Privacy laws;
- b. An injunction requiring Comenity not to call any third parties or numbers that were skip traced, or obtained through other means than by obtaining the called party's prior express consent to ensure that class members, including the Plaintiff, are not called now or when those class members obtain additional telephone numbers in the future;
- c. An injunction requiring Comenity to file quarterly reports of third-party audits with the Court on its system and procedures not to call any third parties or numbers that were skip traced to ensure that class members, including the Plaintiff, are not called in the future;
- d. An award of statutory and actual damages in an amount to be proven at trial;
- e. An award of statutory damages for Plaintiff and each Class member in the amount of \$500.00 for each and every call that violated the TCPA;
- f. An award of treble damages, as provided by statute, of up to \$1,500.00 for Plaintiff and each Class member for each and every call that violated the TCPA;

- g. An order certifying this action to be a proper class action pursuant to the Federal Rules of Civil Procedure 23, establishing the appropriate Classes and any Sub-classes the Court deems appropriate, finding that Plaintiff is a proper representative of the Classes, and appointing the lawyers and law firms representing Plaintiff as counsel for the Classes;
- h. An award of Plaintiff's attorneys' fees, litigation expenses and costs of suit; and
- i. Such further and other relief the Court deems reasonable and just.

Plaintiff, individually and on behalf of all others similarly situated, demands trial by jury.

Respectfully Submitted,

/s/ William "Billy" Howard, Esq.

William "Billy" Pearce Howard, Esq.

Florida Bar No.: 0103330

Billy@TheConsumerProtectionFirm.com

The Consumer Protection Firm

4030 Henderson Boulevard

Tampa, FL 33629

Telephone: (813) 500-1500

Facsimile: (813) 435-2369

Attorney for Plaintiff

Exhibit A



Party Search Results

Search Criteria: Party Search; Date Filed (On or After): [07/22/2015]; Date Filed (On or Before): [07/22/2019]; Jurisdiction Type: [Civil]; Nature of Suit: [890]; Last Name: [Comenity Bank]; Party Role: [DFT]

Result Count: 105

Current Page: 1

Party Name	Case Number	Case Title	Court	Date Filed	Date Closed
Comenity Bank (dft)	2:2015cv02486	Ruiz v. Comenity Bank et al	Arizona District Court	12/07/2015	05/06/2016
Comenity Bank (dft)	2:2015cv02487	Ruiz v. Comenity Bank et al	Arizona District Court	12/07/2015	05/02/2016
Comenity Bank (dft)	5:2015cv02117	Nathanial Davis v. Comenity Bank	California Central District Court	10/14/2015	12/11/2015
Comenity Bank (dft)	2:2015cv09673	Tina Reganyan v. Comenity Bank	California Central District Court	12/16/2015	02/22/2016
Comenity Bank (dft)	5:2016cv02023	Amber Peralta v. Comenity Bank et al	California Central District Court	09/22/2016	02/24/2017
Comenity Bank (dft)	2:2018cv01974	Irene Morales v. Comenity Bank	California Central District Court	03/09/2018	08/28/2018
Comenity Bank (dft)	2:2018cv04839	Deborah Straiter v. Comenity Bank	California Central District Court	05/31/2018	01/31/2019
Comenity Bank (dft)	8:2018cv01729	Katie Hiller v. Comenity Bank	California Central District Court	09/24/2018	02/04/2019
Comenity Bank (dft)	4:2016cv00348	Koidal v. Travis Credit Union et al	California Northern District Court	01/21/2016	08/26/2016
Comenity Bank (dft)	3:2016cv02918	Ambrose v. Comenity Bank	California Northern District Court	05/31/2016	08/10/2016
Comenity Bank (dft)	3:2015cv02386	Perkins et al v. Comenity Bank	California Southern District Court	10/21/2015	03/25/2016
Comenity Bank (dft)	3:2016cv01321	Doherty v. Comenity Capital Bank	California Southern District Court	06/02/2016	10/03/2017
Comenity Bank (dft)	3:2017cv02113	Williams v. Comenity Bank et al	California Southern District Court	10/13/2017	03/13/2018
Comenity Bank (dft)	6:2015cv01746	Marotto v. Comenity Bank	Florida Middle District Court	10/16/2015	01/10/2017
Comenity Bank (dft)	8:2015cv02806	Hutto v. Comenity LLC	Florida Middle District Court	12/07/2015	07/20/2016
Comenity Bank (dft)	6:2016cv00107	Brewer et al v. Comenity Bank	Florida Middle District Court	01/22/2016	04/25/2016
Comenity Bank	8:2016cv00896	Krupnick v.	Florida Middle	04/14/2016	06/10/2016

(dft)		Comenity LLC	District Court		
Comenity Bank (dft)	5:2016cv00274	Laurentano v. Comenity LLC	Florida Middle District Court	04/14/2016	06/17/2016
Comenity Bank (dft)	8:2016cv00982	McQuarrie v. Comenity LLC	Florida Middle District Court	04/22/2016	09/08/2016
Comenity Bank (dft)	3:2016cv00775	Odom v. Comenity, LLC	Florida Middle District Court	06/22/2016	10/03/2016
Comenity Bank (dft)	6:2016cv01099	Fidanza v. Comenity LLC	Florida Middle District Court	06/24/2016	01/17/2017
Comenity Bank (dft)	8:2016cv01971	Hayes v. Comenity LLC	Florida Middle District Court	07/07/2016	11/30/2016
Comenity Bank (dft)	8:2016cv02580	Martin v. Comenity Bank	Florida Middle District Court	09/06/2016	10/14/2016
Comenity Bank (dft)	3:2016cv01172	Cooks v. Comenity Bank	Florida Middle District Court	09/15/2016	12/06/2016
Comenity Bank (dft)	6:2016cv01769	Jackson v. Comenity Bank	Florida Middle District Court	10/11/2016	04/10/2017
Comenity Bank (dft)	2:2016cv00769	Dempsey v. Comenity Bank	Florida Middle District Court	10/17/2016	10/28/2016
Comenity Bank (dft)	5:2017cv00001	Greene v. Comenity LLC	Florida Middle District Court	01/03/2017	05/03/2017
Comenity Bank (dft)	8:2017cv00111	Robinson v. Comenity LLC	Florida Middle District Court	01/17/2017	06/05/2017
Comenity Bank (dft)	8:2017cv00163	Burgess v. Comenity, LLC	Florida Middle District Court	01/23/2017	04/26/2017
Comenity Bank (dft)	8:2017cv00855	Aiton v. Comenity LLC	Florida Middle District Court	04/10/2017	08/14/2017
Comenity Bank (dft)	5:2017cv00173	Brooks v. Comenity LLC	Florida Middle District Court	04/20/2017	06/12/2018
Comenity Bank (dft)	8:2017cv01808	Shahin v. Comenity Capital Bank	Florida Middle District Court	07/28/2017	11/13/2017
Comenity Bank (dft)	5:2017cv00356	Bailey v. Comenity Bank	Florida Middle District Court	07/31/2017	02/05/2018
Comenity Bank (dft)	2:2017cv00486	La Mana v. Comenity Bank	Florida Middle District Court	08/28/2017	10/05/2017
Comenity Bank (dft)	5:2017cv00396	Ricks v. Comenity Bank	Florida Middle District Court	08/28/2017	09/19/2017
Comenity Bank (dft)	8:2017cv02494	Thomas v. Comenity LLC	Florida Middle District Court	10/24/2017	02/21/2018
Comenity Bank (dft)	8:2017cv02493	Thomas v. Comenity LLC	Florida Middle District Court	10/24/2017	11/20/2018
Comenity Bank (dft)	8:2018cv00533	Cehi v. HSN, Inc.	Florida Middle District Court	03/05/2018	08/31/2018
Comenity Bank (dft)	6:2018cv00070	Owens v. Comenity Bank	Florida Middle District Court	01/12/2018	10/10/2018
Comenity Bank (dft)	8:2018cv03072	Geno v. Comenity Bank	Florida Middle District Court	12/21/2018	

Comenity Bank (dft)	8:2019cv00308	Jackson v. Comenity Bank	Florida Middle District Court	02/05/2019	
Comenity Bank (dft)	8:2019cv00768	Dalrymple v. Comenity Bank	Florida Middle District Court	03/29/2019	06/25/2019
Comenity Bank (dft)	8:2019cv01317	Wilson v. Comenity Bank	Florida Middle District Court	05/31/2019	06/27/2019
Comenity Bank (dft)	8:2019cv01505	Dmytriw v. Comenity Bank	Florida Middle District Court	06/21/2019	06/25/2019
COMENITY BANK (dft)	4:2016cv00499	RIEKER v. COMENITY LLC	Florida Northern District Court	08/09/2016	10/19/2016
COMENITY BANK (dft)	1:2017cv00222	HURLEY v. COMENITY BANK	Florida Northern District Court	08/31/2017	04/04/2019
Comenity Bank (dft)	1:2016cv20548	Quinonez v. Comenity Bank	Florida Southern District Court	02/16/2016	05/03/2016
Comenity Bank (dft)	2:2016cv14534	Ehrlich v. Comenity Bank	Florida Southern District Court	12/02/2016	08/30/2017
Comenity Bank (dft)	1:2016cv25361	Frazier v. Comenity LLC	Florida Southern District Court	12/28/2016	04/28/2017
Comenity Bank (dft)	2:2017cv14001	Vanderburg v. Comenity LLC	Florida Southern District Court	01/03/2017	10/05/2017
Comenity Bank (dft)	1:2017cv23094	Fulton-Taylor v. Comenity Capital Bank	Florida Southern District Court	08/14/2017	10/02/2017
Comenity Bank (dft)	0:2017cv62275	Bechet v. Comenity LLC	Florida Southern District Court	11/20/2017	01/25/2018
Comenity Bank (dft)	0:2019cv60197	Bouzaglou v. Comenity Bank	Florida Southern District Court	01/23/2019	04/29/2019
Comenity Bank (dft)	0:2019cv61449	Thornton v. Equifax Information Services, LLC et al	Florida Southern District Court	06/11/2019	

PACER Service Center**Receipt** 07/22/2019 09:47:26 913245059**User** TCPF2016**Client Code****Description** All Court Types Party Search

All Courts; Name Comenity Bank; Role dft; All Courts; Date Filed 07/22/2015 to 07/22/2019; Jurisdiction CV; NOS 890; Page: 1

Billable Pages 1 (\$0.10)



Party Search Results

Search Criteria: Party Search; Date Filed (On or After): [07/22/2015]; Date Filed (On or Before): [07/22/2019]; Jurisdiction Type: [Civil]; Nature of Suit: [890]; Last Name: [Comenity Bank]; Party Role: [DFT]

Result Count: 105

Current Page: 1

Party Name	Case Number	Case Title	Court	Date Filed	Date Closed
COMENITY BANK (dft)	5:2016cv00196	SLAUGHTER v. COMENTIIY BANK et al	Georgia Middle District Court	05/26/2016	12/12/2017
Comenity Bank (dft)	1:2016cv01936	Digby v. Comenity Bank	Georgia Northern District Court	06/13/2016	09/06/2016
Comenity Bank (dft)	1:2016cv02161	Rodriguez v. Comenity Bank	Georgia Northern District Court	06/23/2016	07/29/2016
Comenity Bank (dft)	4:2017cv00215	Grant v. Comenity Bank	Georgia Northern District Court	09/14/2017	11/30/2017
Comenity Bank (dft)	1:2017cv03527	Branca v. Comenity Bank	Georgia Northern District Court	09/14/2017	10/06/2017
Comenity Bank (dft)	1:2018cv01228	Harris v. Comenity, LLC et al	Georgia Northern District Court	03/23/2018	07/30/2018
Comenity Bank (dft)	1:2018cv04634	Shimkus v. Comenity Bank	Georgia Northern District Court	10/04/2018	11/08/2018
Comenity Bank (dft)	1:2017cv00882	Sullivan v. Comenity Bank	Illinois Northern District Court	02/02/2017	04/14/2017
Comenity Bank (dft)	1:2017cv01970	Brown v. Comenity Bank	Illinois Northern District Court	03/13/2017	08/15/2017
Comenity Bank (dft)	1:2017cv00184	Steiber v. Comenity Bank	Indiana Northern District Court	04/26/2017	08/10/2017
Comenity Bank (dft)	2:2016cv13938	Hunt v. Comenity Bank	Michigan Eastern District Court	11/04/2016	01/24/2018
Comenity Bank (dft)	2:2017cv13848	Carroll v. Comenity Bank	Michigan Eastern District Court	11/29/2017	02/08/2018
Comenity Bank (dft)	0:2015cv03228	Larsen v. Comenity LLC et al	Minnesota District Court	08/06/2015	02/12/2016
Comenity Bank (dft)	0:2017cv00154	Talcott v. Comenity Bank et al	Minnesota District Court	01/18/2017	06/13/2018
Comenity Bank (dft)	0:2018cv02915	Beecroft v. Comenity Bank et al	Minnesota District Court	10/11/2018	02/05/2019
COMENITY BANK (dft)	1:2019cv00697	WHITFIELD v. COMENITY BANK	North Carolina Middle District Court	07/16/2019	
COMENITY BANK (dft)	2:2015cv05994	PRITCHARD v. COMENITY	New Jersey District Court	08/04/2015	04/28/2017

BANK

COMENITY BANK (dft)	3:2015cv06653	WIGHT v. COMENITY BANK	New Jersey District Court	09/04/2015	12/29/2015
COMENITY BANK (dft)	2:2017cv00688	GATICA v. COMENITY BANK	New Jersey District Court	02/01/2017	05/23/2017
COMENITY BANK (dft)	3:2017cv02229	NEUWIRTH v. COMENITY BANK	New Jersey District Court	04/02/2017	11/01/2017
COMENITY BANK (dft)	3:2017cv03655	TRENK v. COMENITY BANK	New Jersey District Court	05/23/2017	03/06/2018
Comenity Bank (dft)	2:2016cv02807	Ingram v. Comenity Bank	Nevada District Court	12/06/2016	04/25/2017
Comenity Bank (dft)	2:2017cv00670	Stephens et al v. Comenity, LLC	Nevada District Court	03/06/2017	06/21/2018
Comenity Bank (dft)	1:2018cv05367	Salina v. Comenity Bank et al	New York Eastern District Court	09/24/2018	12/17/2018
Comenity Bank (dft)	1:2016cv00951	Hood v. Comenity Bank	Ohio Northern District Court	04/21/2016	07/11/2016
Comenity Bank (dft)	4:2018cv01419	Bellard et al v. Comenity Bank	Ohio Northern District Court	06/22/2018	08/29/2018
Comenity Bank (dft)	1:2018cv02908	Williams v. Comenity Bank	Ohio Northern District Court	12/18/2018	05/03/2019
Comenity Bank (dft)	1:2017cv00615	Buchanan v. Comenity Bank	Oregon District Court	04/19/2017	05/04/2018
COMENITY BANK (dft)	2:2015cv04073	GARNER v. COMENITY BANK	Pennsylvania Eastern District Court	07/23/2015	09/18/2015
COMENITY BANK (dft)	2:2015cv04181	O'BRIEN v. COMENITY LLC	Pennsylvania Eastern District Court	07/29/2015	11/13/2015
COMENITY BANK (dft)	2:2015cv04891	SMITH v. COMENITY BANK	Pennsylvania Eastern District Court	08/31/2015	12/14/2015
COMENITY BANK (dft)	2:2016cv01109	ROBERTS v. COMENITY BANK	Pennsylvania Eastern District Court	03/10/2016	07/31/2016
COMENITY BANK (dft)	2:2016cv06432	BASSI v. TRANS UNION, LLC et al	Pennsylvania Eastern District Court	12/14/2016	10/06/2017
COMENITY BANK (dft)	2:2019cv02628	PORTNOY v. TRANS UNION, LLC et al	Pennsylvania Eastern District Court	06/17/2019	
Comenity Bank (dft)	3:2015cv01653	Sheridan v. Comenity Bank	Pennsylvania Middle District Court	08/26/2015	10/29/2015
Comenity Bank (dft)	3:2017cv01121	Barnauskas v. Comenity Bank	Pennsylvania Middle District	06/26/2017	06/26/2018

			Court		
Comenity Bank (dft)	3:2017cv01455	Orn v. Comenity Bank	Pennsylvania Middle District Court	08/16/2017	03/01/2018
Comenity Bank (dft)	3:2017cv01615	Morgain v. Comenity Bank	Pennsylvania Middle District Court	09/11/2017	10/18/2017
Comenity Bank (dft)	3:2018cv01299	Barker v. Comenity Bank	Pennsylvania Middle District Court	06/27/2018	08/01/2018
COMENITY BANK (dft)	2:2015cv00993	BUMBARGER v. COMENITY BANK	Pennsylvania Western District Court	07/30/2015	11/12/2015
COMENITY BANK (dft)	2:2017cv00165	WILSON v. COMENITY BANK	Pennsylvania Western District Court	02/03/2017	06/20/2017
Comenity Bank (dft)	3:2016cv01846	Fuller v. Comenity Bank	Tennessee Middle District Court	07/14/2016	08/29/2016
Comenity Bank (dft)	2:2016cv02671	Mack v. Comenity Bank	Tennessee Western District Court	08/17/2016	10/20/2016
Comenity Bank (dft)	1:2018cv01159	Riley v. Comenity Bank	Tennessee Western District Court	08/21/2018	11/06/2018
Comenity Bank (dft)	4:2016cv00522	Perley v. Comenity Bank	Texas Eastern District Court	07/14/2016	07/26/2016
Comenity Bank (dft)	2:2016cv01401	O'Boyle v. Comenity Bank	Wisconsin Eastern District Court	10/18/2016	12/21/2016
COMENITY BANK CORP. (dft)	1:2016cv01928	ERWIN v. EXPRESS STORES INC. et al	Indiana Southern District Court	07/20/2016	05/02/2017
COMENITY BANK CORP. (dft)	1:2016cv02645	DRAGA v. COMENITY BANK CORP.	Indiana Southern District Court	10/04/2016	11/22/2016
Comenity Bank LLC (dft)	6:2018cv00271	Jackson v. Comenity Bank LLC	Florida Middle District Court	02/23/2018	03/07/2019
Comenity Bank/ Lane Bryant (dft)	1:2017cv00322	Huizar v. Wells Fargo Bank, N.A. et al	California Eastern District Court	03/06/2017	12/06/2017
Comenity Bank/New York & Company (dft)	3:2017cv01274	Avila v. Wells Fargo Bank, N.A. et al	California Southern District Court	06/21/2017	10/26/2017

PACER Service Center**Receipt** 07/22/2019 09:48:10 913245184**User** TCPF2016**Client Code****Description** All Court Types Party Search

All Courts; Name Comenity Bank; Role dft; All Courts; Date Filed 07/22/2015 to 07/22/2019; Jurisdiction CV; NOS 890; Page: 2

Billable Pages	1 (\$0.10)
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Exhibit B



CONSUMER COMPLAINTS ABOUT DEBT COLLECTION:

ANALYSIS OF UNPUBLISHED DATA FROM THE FTC

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APPENDIX B

COMPANIES WITH THE MOST DEBT COLLECTION COMPLAINTS IN 2017

RANK	COMPANY NAME	COMPLAINTS
1	Enhanced Recovery Corporation	13,354
2	Portfolio Recovery Associates	12,237
3	Credit One Bank	11,750
4	Diversified Consultants	7,618
5	Comenity Bank	7,086
6	I. C. System, Inc.	7,051
7	Receivables Performance Management	6,804
8	Transworld Systems Inc.	6,122
9	Allied Interstate, LLC	5,797
10	Midland Credit Management	4,814
11	Convergent Outsourcing, Inc.	4,282
12	Capital One Bank	3,939
13	Medicredit	3,641
14	Credit Collection Services	3,587
15	Navient Corporation	3,402
16	Chase Bank	3,335
17	Credit Acceptance	2,961
18	Citibank	2,780
19	Credit Management Services	2,646
20	ACE Cash Express	2,585
21	Fingerhut	2,565
22	Synchrony Bank	2,448
23	Quicken Loans	2,375
24	The CCS Companies	2,142

RANK	COMPANY NAME	COMPLAINTS
25	Wells Fargo Bank	2,080
26	Enhanced Resource Centers	1,977
27	EOS CCA	1,975
28	Afni Inc.	1,967
29	Southwest Credit Systems LP	1,843
30	Central Credit Services, LLC	1,832
31	EGS Financial Care, Inc.	1,788
32	National Credit Adjusters	1,718
33	Wal-Mart	1,592
34	Conn's Home Plus	1,541
35	ERC	1,508
36	Progressive Leasing	1,500
37	Hunter Warfield	1,484
38	Credence Resource Management, LLC	1,458
39	Aargon Agency, Inc.	1,375
40	Enterprise Recovery Systems, Inc.	1,303
41	PayPal Holdings, Inc.	1,289
42	CBE Group Inc.	1,273
43	Commonwealth Financial Systems, Inc.	1,266
44	Santander Bank	1,254
45	Rent-A-Center	1,220
46	Ad Astra Recovery Service Inc.	1,170
47	Contract Callers Inc.	1,153
48	American Medical Collection	1,150
49	CashNetUSA	1,075
50	MyRentToOwn	1,048

Source: Data produced to NCLC by the FTC on July 23, 2018 in response to a Freedom of Information Act request.

Exhibit C

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF FLORIDA

CASE NO. 16-14534-CIV-ROSENBERG/MAYNARD

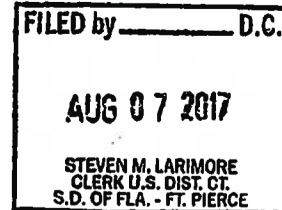
JOHNNA EHRLICH,

Plaintiff,

v.

COMENITY CAPITAL BANK, a Subsidiary of Comenity LLC,

Defendant.



ORDER ON PLAINTIFF'S MOTION TO COMPEL (DE 32)

THIS CAUSE comes before this Court upon the above Motion.

Having reviewed the Motion, Response, and Reply¹, this Court finds as follows:

1. At some point in April (the Defendant says it was on the 22nd, and not the 7th, of April) the Plaintiff sent her First Set of Interrogatories and her First Request for Production to the Defendant. The Defendant did not answer those two sets of discovery requests until May 22nd (the extended deadline to which the Plaintiff had agreed). Even still the Defendant's answer was only partial. The Defendant relied heavily on boilerplate objections at the time of its initial answer.

¹ The Plaintiff filed her Reply on Friday, August 4th but after the noontime deadline. This Court hereby accepts the technically late Reply as timely and takes it into consideration.

2. The Defendant says the Plaintiff's conferral effort during the time period after its May 22nd initial answer was insufficient. The Defendant complains that the Plaintiff limited the conferral to demanding the Defendant to withdraw its objections. The Defendant complains that the Plaintiff did not articulate its discovery requests with the degree of specificity that it was waiting for. In any event one obstacle to the production of responsive discovery was resolved during this period of time. On June 27th the parties agreed to a Confidentiality Order to protect the sharing of sensitive information.

3. Still other progress was made regardless of the sufficiency of the Plaintiff's conferral effort. On June 25th the Defendant made its first supplemental production with the promise of additional information to come.

4. On June 29th this Court rendered a discovery order in this case. Although it concerned a separate discovery dispute, that Order squarely informed the parties of the need to fulfill their discovery obligations in a good faith and common sense way. That Order also reminded the parties to act expeditiously to complete discovery before the September 8, 2017 deadline.

5. On July 7th the Defendant made a second supplemental production. On July 17th the Defendant reported an anticipated third supplemental production that still was to come. The

Plaintiff filed the instant Motion to Compel on July 19th. The Defendant's Response indicates that still more information will be produced, but as the Plaintiff emphasizes in her Reply, that promised production remains outstanding.

6. This Court will use this Order to resolve those discovery disputes that remain outstanding after the briefing of the instant Motion to Compel. Before turning to the substance of those disputes, this Court makes a finding of a procedural nature first. This Court notes two basic deadlines. First the Defendant had thirty days to answer both the Requests for Production, see Rule 34(b)(2)(A), Fed.R.Civ.P., and the Interrogatories, see Rule 33(b)(2), Fed.R.Civ.P. Second the Plaintiff had thirty days from the Defendant's answer to seek judicial relief. See Local Rule 26.1(g). And of course there is the requirement to engage in a good faith conferral before seeking judicial relief. It is difficult to see how these requirements were met here. The Response and Reply narrow the issues down greatly, but that should have been achieved much sooner in the process and before the filing of the Motion to Compel. As the timing now stands, these discovery disputes are being addressed during the same week when the Plaintiff is deposing the Defendant's corporate representatives and officers.

7. Ruling on the substance of the remaining discovery disputes, this Court finds the Plaintiff entitled to relief. The

Defendant shall answer Interrogatory No. 3 regarding contact information for its two former employee fact witnesses. The Defendant shall answer Interrogatory No. 2 by answering specifically how many times it called the Plaintiff's cell phone number. The Defendant shall answer this interrogatory with a specific (not approximate) number even if that information can be gleaned from underlying records and without awaiting reconciliation with the Plaintiff's telephone records.

8. The Defendant shall answer those several requests (Requests for Production Nos. 1, 2, 10, 27-29, 46-48, and 59) that seek its policies and procedures for complying with laws that govern telephone calls and collection activity in place during the relevant time period. The Defendant shall use good faith and common sense to produce those policies and procedures that relate to the violations that the Plaintiff is alleging for her situation. As for redactions, the Defendant shall prepare a Privilege Log to account for what redactions it has made and why. This Court allows the redactions on the Defendant's representation to this Court that the redacted information is both highly sensitive and irrelevant to the Plaintiff's theories of relief.

9. Lastly this Court grants those several requests (Requests for Production Nos. 38-45 and 50-53) that seek complaints made to the Defendant during 2014 through 2017 from

consumers or governmental agencies about unlawful telephone calls similar to what the Plaintiff alleges she experienced. The Defendant shall produce records of such complaints whether made formally or informally consistent with how it receives, collects, and maintains them in the regular course of its business and recordkeeping operations. If the Defendant lacks any such database or means of recordkeeping that is accessible and searchable with a reasonable degree of effort, the Defendant shall make a clear explanation of such.


10. The Defendant shall comply with this Order by FRIDAY, AUGUST 18, 2017. This Court gives the Defendant the benefit of some additional time to gather this information. However the Defendant shall not construe this Friday, August 18th deadline as a shield that prevents deponents from answering relevant questions during this week's depositions.

It is hereby,

ORDERED AND ADJUDGED that the Motion to Compel (DE 32) is **GRANTED** as explained above. The Defendant shall comply by **FRIDAY, AUGUST 18, 2017**. This Court denies at this time to award fees and costs or to impose any sanctions. However this Court will continue to monitor all future discovery disputes for careful, good faith, and common sense compliance with all general discovery obligations and this Court's discovery Orders to-date.

DONE AND ORDERED in Chambers at Fort Pierce, Florida, this

7^m day of August, 2017.



SHANIEK M. MAYNARD
UNITED STATES MAGISTRATE JUDGE

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

Cara Wilson, on behalf of
herself and all others similarly situated

(b) County of Residence of First Listed Plaintiff Manatee
(EXCEPT IN U.S. PLAINTIFF CASES)

(c) Attorneys (Firm Name, Address, and Telephone Number)

William "Billy" Pearce Howard, Esq.,
The Consumer Protection Firm, 4030 Henderson Boulevard,
Tampa, FL 33629; (813) 500-1500

DEFENDANTS

Comenity Bank

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)

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

- ☐ 1 U.S. Government Plaintiff
- ☒ 3 Federal Question
(U.S. Government Not a Party)
- ☐ 2 U.S. Government Defendant
- ☐ 4 Diversity
(Indicate Citizenship of Parties in Item III)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

- | | PTF | DEF | | PTF | DEF |
|---|----------------------------|----------------------------|---|----------------------------|----------------------------|
| Citizen of This State | <input type="checkbox"/> 1 | <input type="checkbox"/> 1 | Incorporated or Principal Place of Business In This State | <input type="checkbox"/> 4 | <input type="checkbox"/> 4 |
| Citizen of Another State | <input type="checkbox"/> 2 | <input type="checkbox"/> 2 | Incorporated and Principal Place of Business In Another State | <input type="checkbox"/> 5 | <input type="checkbox"/> 5 |
| Citizen or Subject of a Foreign Country | <input type="checkbox"/> 3 | <input type="checkbox"/> 3 | Foreign Nation | <input type="checkbox"/> 6 | <input type="checkbox"/> 6 |

IV. NATURE OF SUIT (Place an "X" in One Box Only)

Click here for: [Nature of Suit Code Descriptions.](#)

CONTRACT	TORTS	FORFEITURE/PENALTY	BANKRUPTCY	OTHER STATUTES
<input type="checkbox"/> 110 Insurance <input type="checkbox"/> 120 Marine <input type="checkbox"/> 130 Miller Act <input type="checkbox"/> 140 Negotiable Instrument <input type="checkbox"/> 150 Recovery of Overpayment & Enforcement of Judgment <input type="checkbox"/> 151 Medicare Act <input type="checkbox"/> 152 Recovery of Defaulted Student Loans (Excludes Veterans) <input type="checkbox"/> 153 Recovery of Overpayment of Veteran's Benefits <input type="checkbox"/> 160 Stockholders' Suits <input type="checkbox"/> 190 Other Contract <input type="checkbox"/> 195 Contract Product Liability <input type="checkbox"/> 196 Franchise	PERSONAL INJURY <input type="checkbox"/> 310 Airplane <input type="checkbox"/> 315 Airplane Product Liability <input type="checkbox"/> 320 Assault, Libel & Slander <input type="checkbox"/> 330 Federal Employers' Liability <input type="checkbox"/> 340 Marine <input type="checkbox"/> 345 Marine Product Liability <input type="checkbox"/> 350 Motor Vehicle <input type="checkbox"/> 355 Motor Vehicle Product Liability <input type="checkbox"/> 360 Other Personal Injury <input type="checkbox"/> 362 Personal Injury - Medical Malpractice PERSONAL INJURY <input type="checkbox"/> 365 Personal Injury - Product Liability <input type="checkbox"/> 367 Health Care/Pharmaceutical Personal Injury Product Liability <input type="checkbox"/> 368 Asbestos Personal Injury Product Liability PERSONAL PROPERTY <input type="checkbox"/> 370 Other Fraud <input type="checkbox"/> 371 Truth in Lending <input type="checkbox"/> 380 Other Personal Property Damage <input type="checkbox"/> 385 Property Damage Product Liability	<input type="checkbox"/> 625 Drug Related Seizure of Property 21 USC 881 <input type="checkbox"/> 690 Other LABOR <input type="checkbox"/> 710 Fair Labor Standards Act <input type="checkbox"/> 720 Labor/Management Relations <input type="checkbox"/> 740 Railway Labor Act <input type="checkbox"/> 751 Family and Medical Leave Act <input type="checkbox"/> 790 Other Labor Litigation <input type="checkbox"/> 791 Employee Retirement Income Security Act IMMIGRATION <input type="checkbox"/> 462 Naturalization Application <input type="checkbox"/> 465 Other Immigration Actions	<input type="checkbox"/> 422 Appeal 28 USC 158 <input type="checkbox"/> 423 Withdrawal 28 USC 157 PROPERTY RIGHTS <input type="checkbox"/> 820 Copyrights <input type="checkbox"/> 830 Patent <input type="checkbox"/> 840 Trademark SOCIAL SECURITY <input type="checkbox"/> 861 HIA (1395ff) <input type="checkbox"/> 862 Black Lung (923) <input type="checkbox"/> 863 DIWC/DIWW (405(g)) <input type="checkbox"/> 864 SSID Title XVI <input type="checkbox"/> 865 RSI (405(g)) FEDERAL TAX SUITS <input type="checkbox"/> 870 Taxes (U.S. Plaintiff or Defendant) <input type="checkbox"/> 871 IRS—Third Party 26 USC 7609	<input type="checkbox"/> 375 False Claims Act <input type="checkbox"/> 376 Qui Tam (31 USC 3729(a)) <input type="checkbox"/> 400 State Reapportionment <input type="checkbox"/> 410 Antitrust <input type="checkbox"/> 430 Banks and Banking <input type="checkbox"/> 450 Commerce <input type="checkbox"/> 460 Deportation <input type="checkbox"/> 470 Racketeer Influenced and Corrupt Organizations <input type="checkbox"/> 480 Consumer Credit <input type="checkbox"/> 490 Cable/Sat TV <input type="checkbox"/> 850 Securities/Commodities/Exchange <input checked="" type="checkbox"/> 890 Other Statutory Actions <input type="checkbox"/> 891 Agricultural Acts <input type="checkbox"/> 893 Environmental Matters <input type="checkbox"/> 895 Freedom of Information Act <input type="checkbox"/> 896 Arbitration <input type="checkbox"/> 899 Administrative Procedure Act/Review or Appeal of Agency Decision <input type="checkbox"/> 950 Constitutionality of State Statutes
REAL PROPERTY <input type="checkbox"/> 210 Land Condemnation <input type="checkbox"/> 220 Foreclosure <input type="checkbox"/> 230 Rent Lease & Ejectment <input type="checkbox"/> 240 Torts to Land <input type="checkbox"/> 245 Tort Product Liability <input type="checkbox"/> 290 All Other Real Property	CIVIL RIGHTS <input type="checkbox"/> 440 Other Civil Rights <input type="checkbox"/> 441 Voting <input type="checkbox"/> 442 Employment <input type="checkbox"/> 443 Housing/Accommodations <input type="checkbox"/> 445 Amer. w/Disabilities - Employment <input type="checkbox"/> 446 Amer. w/Disabilities - Other <input type="checkbox"/> 448 Education PRISONER PETITIONS Habeas Corpus: <input type="checkbox"/> 463 Alien Detainee <input type="checkbox"/> 510 Motions to Vacate Sentence <input type="checkbox"/> 530 General <input type="checkbox"/> 535 Death Penalty Other: <input type="checkbox"/> 540 Mandamus & Other <input type="checkbox"/> 550 Civil Rights <input type="checkbox"/> 555 Prison Condition <input type="checkbox"/> 560 Civil Detainee - Conditions of Confinement			

V. ORIGIN (Place an "X" in One Box Only)

- ☒ 1 Original Proceeding ☐ 2 Removed from State Court ☐ 3 Remanded from Appellate Court ☐ 4 Reinstated or Reopened ☐ 5 Transferred from Another District (specify) ☐ 6 Multidistrict Litigation - Transfer ☐ 8 Multidistrict Litigation - Direct File

VI. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing (Do not cite jurisdictional statutes unless diversity):
47 U.S.C. §227 et seq.; 15 U.S.C. § 1692 et seq

Brief description of cause:
Violations of the TCPA, FDCPA and Invasion of Privacy

VII. REQUESTED IN COMPLAINT:

☒ CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P. DEMAND \$

CHECK YES only if demanded in complaint:
JURY DEMAND: ☒ Yes ☐ No

VIII. RELATED CASE(S) IF ANY

(See instructions):

JUDGE

DOCKET NUMBER

DATE
07/22/2019

SIGNATURE OF ATTORNEY OF RECORD
s/ William "Billy" Pearce Howard, Esq.

FOR OFFICE USE ONLY

RECEIPT #

AMOUNT

APPLYING IFP

JUDGE

MAG. JUDGE

Print

Save As...

Reset

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: [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 statute.
- 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.

Middle District of Florida

CARA WILSON, on behalf of
herself and all others similarly situated

Plaintiff(s)

V.

COMENITY BANK

Defendant(s)

Civil Action No.

SUMMONS IN A CIVIL ACTION

To: *(Defendant's name and address)* Comenity Bank
One Rlighter Parkway, Suite 100
Wilmington, DE 19803

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:

William "Billy" Peerce Howard, Esq.
The Consumer Protection Firm
4030 Henderson Blvd.
Tampa, FL 33629

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

CLERK OF COURT

Date: _____

Signature of Clerk or Deputy Clerk

Civil Action No. _____

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

This summons for *(name of individual and title, if any)* _____
 was received by me on *(date)* _____ .

☐ I personally served the summons on the individual at *(place)* _____
 _____ on *(date)* _____ ; or

☐ I left the summons at the individual's residence or usual place of abode with *(name)* _____
 _____, a person of suitable age and discretion who resides there,
 on *(date)* _____, and mailed a copy to the individual's last known address; or

☐ I served the summons on *(name of individual)* _____, who is
 designated by law to accept service of process on behalf of *(name of organization)* _____
 _____ on *(date)* _____ ; or

☐ I returned the summons unexecuted because _____ ; or

☐ Other *(specify)*: _____

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

Additional information regarding attempted service, etc:

Print

Save As...

Reset