BARSHAY SANDERS, PLLC

100 Garden City Plaza, Suite 500 Garden City, New York 11530 Tel: (516) 203-7600 Fax: (516) 706-5055 Email: ConsumerRights@BarshaySanders.com Attorneys for Plaintiff Our File No.: 113253

UNITED STATES DISTRICT COURT EASTERN DISTRICT OF NEW YORK

Kristin Ann Mulvaney, individually and on behalf of all others similarly situated,

Plaintiff,

vs.

Docket No:

CLASS ACTION COMPLAINT

JURY TRIAL DEMANDED

Continental Services Group, Inc.,

Defendant.

Kristin Ann Mulvaney, individually and on behalf of all others similarly situated (hereinafter referred to as "*Plaintiff*"), by and through the undersigned counsel, complains, states and alleges against Continental Services Group, Inc. (hereinafter referred to as "*Defendant*"), as follows:

INTRODUCTION

1. This action seeks to recover for violations of the Fair Debt Collection Practices Act, 15 U.S.C. § 1692, *et seq.* ("FDCPA").

JURISDICTION AND VENUE

2. This Court has federal subject matter jurisdiction pursuant to 28 U.S.C. § 1331 and 15 U.S.C. § 1692k(d).

3. Venue is proper under 28 U.S.C. § 1391(b) because a substantial part of the events or omissions giving rise to the claim occurred in this Judicial District.

4. At all relevant times, Defendant conducted business within the State of New York.

PARTIES

5. Plaintiff Kristin Ann Mulvaney is an individual who is a citizen of the State of New York residing in Suffolk County, New York.

6. Plaintiff is a "consumer" as defined by 15 U.S.C. § 1692a(3).

7. On information and belief, Defendant Continental Services Group, Inc., is a New York Corporation with a principal place of business in Monroe County, New York.

8. Defendant is regularly engaged, for profit, in the collection of debts allegedly owed by consumers.

9. Defendant is a "debt collector" as defined by 15 U.S.C. § 1692a(6).

ALLEGATIONS

10. Defendant alleges Plaintiff owes a debt ("the Debt").

11. The Debt was primarily for personal, family or household purposes and is therefore a "debt" as defined by 15 U.S.C. § 1692a(5).

12. Sometime after the incurrence of the Debt, Plaintiff fell behind on payments owed.

13. Thereafter, at an exact time known only to Defendant, the Debt was assigned or otherwise transferred to Defendant for collection.

14. In its efforts to collect the debt, Defendant contacted Plaintiff by letter ("the Letter") dated December 5, 2016. ("<u>Exhibit 1.</u>")

15. The Letter is a "communication" as defined by 15 U.S.C. § 1692a(2).

FIRST COUNT Violation of 15 U.S.C. § 1692e

16. Plaintiff repeats and realleges the foregoing paragraphs as if fully restated herein.

17. The Letter sets forth "Principal Due" \$8,880.32.

18. The Letter sets forth "Interest Due" \$1,425.27.

19. The Letter sets forth "Collection Cost Due" \$1,942.56.

20. The Letter sets forth "Total Balance Due" \$12,248.15.

BARSHAY | SANDERS PLLC 100 GARDEN CITY PLAZA, SUITE 500 GARDEN CITY, NEW YORK 11530 21. The Letter states, "Because your credit agreement may require you to pay interest on the outstanding portion of your balance, as well as other assessed charges, which may vary from day to day, the amount required to pay this account in full may be greater than the amount stated in this letter."

22. The Letter fails to provide information that would allow Plaintiff to determine what Plaintiff will need to pay to resolve the debt at any given moment in the future.

23. The Letter fails to provide information that would allow the least sophisticated consumer to determine what he or she will need to pay to resolve the debt at any given moment in the future.

24. The Letter fails to provide information that would allow the least sophisticated consumer to determine the amount of interest owed.

25. For instance, the Letter fails to indicate the applicable interest rate.

26. For instance, the Letter fails to indicate the date of accrual of interest.

27. For instance, the Letter fails to indicate the amount of interest during any measurable period.

28. The Letter fails to provide information that would allow the least sophisticated consumer to determine the number of fees owed.

29. For instance, the Letter fails to indicate the date such fees will be added.

30. For instance, the Letter fails to indicate the amount of late fees during any measurable period.

31. The Letter fails to contain an explanation, understandable by the least sophisticated consumer, of any fees and interest that may cause the amount stated to increase.

32. The Letter fails to state that the creditor will accept payment of the amount set forth in full satisfaction of the debt if payment is made by a specified date.

33. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine the minimum amount owed at the time of the Letter.

34. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine what she will need to pay to resolve the debt at any given moment in the future.

35. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine the amount of his or her debt.

36. The Letter, because of the aforementioned failures, would render the least sophisticated consumer unable to determine the amount of her debt because the consumer would not know whether interest and fees would continue to accrue, or whether the amount of the debt was static.

37. The Letter, because of the aforementioned failures, did not convey "the amount of the debt" clearly from the perspective of the least sophisticated consumer.

38. The Letter, because of the aforementioned failures, did not convey "the amount of the debt" accurately from the perspective of the least sophisticated consumer.

39. The Letter, because of the aforementioned failures, did not convey "the amount of the debt" without ambiguity from the perspective of the least sophisticated consumer.

40. The Letter, because of the aforementioned failures, violates 15 U.S.C. § 1692e and 15 U.S.C. § 1692g. *See Balke v. Alliance One Receivables Management, Inc.*, No. 16-CV-5624(ADS)(AKT), 2017 WL 2634653 (E.D.N.Y. June 19, 2017).

CLASS ALLEGATIONS

41. Plaintiff brings this action individually and as a class action on behalf of all persons similarly situated in the State of New York from whom Defendant attempted to collect a consumer debt using a collection letter substantially the same as the Letter herein, from one year before the date of this Complaint to the present.

42. This action seeks a finding that Defendant's conduct violates the FDCPA, and asks that the Court award damages as authorized by 15 U.S.C. § 1692k.

43. Defendant regularly engages in debt collection.

44. The Class consists of more than 35 persons from whom Defendant attempted to collect delinquent consumer debts using a collection letter substantially the same as the Letter herein.

45. Plaintiff's claims are typical of the claims of the Class. Common questions of law or fact raised by this class action complaint affect all members of the Class and predominate over any individual issues. Common relief is therefore sought on behalf of all members of the Class. This class action is superior to other available methods for the fair and efficient adjudication of this controversy.

46. The prosecution of separate actions by individual members of the Class would

create a risk of inconsistent or varying adjudications with respect to the individual members of the Class, and a risk that any adjudications with respect to individual members of the Class would, as a practical matter, either be dispositive of the interests of other members of the Class not party to the adjudication, or substantially impair or impede their ability to protect their interests. Defendant has acted in a manner applicable to the Class as a whole such that declaratory relief is warranted.

47. Plaintiff will fairly and adequately protect and represent the interests of the Class. The management of the class action proposed is not extraordinarily difficult, and the factual and legal issues raised by this class action complaint will not require extended contact with the members of the Class, because Defendant's conduct was perpetrated on all members of the Class and will be established by common proof. Moreover, Plaintiff has retained counsel experienced in actions brought under consumer protection laws.

JURY DEMAND

48. Plaintiff hereby demands a trial of this action by jury.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff respectfully requests judgment as follows:

a. Certify this action as a class action; and

b. Appoint Plaintiff as Class Representative of the Class, and Plaintiff's attorneys as Class Counsel; and

c. Find that Defendant's actions violate the FDCPA; and

d. Grant damages against Defendant pursuant to 15 U.S.C. § 1692k; and

e. Grant Plaintiff's attorneys' fees pursuant to 15 U.S.C. § 1692k; and

- f. Grant Plaintiff's costs; together with
- g. Such other relief that the Court determines is just and proper.

DATED: October 24, 2017

BARSHAY SANDERS, PLLC

By: <u>/s/ Craig B. Sanders</u> Craig B. Sanders, Esq. 100 Garden City Plaza, Suite 500 Garden City, New York 11530 Tel: (516) 203-7600 Fax: (516) 706-5055 csanders@barshaysanders.com *Attorneys for Plaintiff* Our File No.: 113253

| PO Box 3023 Niagara Falls, NY 14304-7321 | Continental Service Group, Inc. |
|--|---|
| | A Debt Collection Agency |
| December 5, 2016 | 200 CrossKeys Office Park Fairport, NY 14450 866-625-5091 www.payconserve.com 585-421-1011 ConServe Mobile App |
| 3715 1 AT *A-01-F84-AM-05720-21 • • • • • • • • • • • • • • • • • • • | Creditor: NYSHESC For: EEDERAL STAFFORD SUB Creditor #: 831SF Acct #: 3023 TOTAL DUE: \$12,248.15 |

As of the date of this letter, you owe the balance shown on this letter.

Because your credit agreement may require you to pay interest on the outstanding portion of your balance, as well as other assessed charges, which may vary from day to day, the amount required to pay this account in full may be greater than the amount stated in this letter.

We encourage you to call our office prior to making a payment to verify your final payoff.

BORROWER QUARTERLY STATEMENT

Interest Due

\$1,425.27

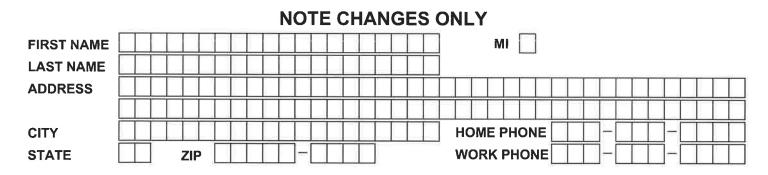
Principal Due \$8,880.32

Collection Cost Due \$1.942.56 Convenient 24 Hour Account Access Available Online

Total Balance Due \$12,248.15

THIS COMMUNICATION IS FROM A DEBT COLLECTOR AND IS AN ATTEMPT TO COLLECT A DEBT. ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE.

| | PLE | ASE DETACH | AND RETURN BOT | | TION WITH YOUR | PAYMENT | |
|---------------------------------|----------------------|-----------------------|----------------------------------|--|-------------------------|---|--|
| | () Enclosed is | my checking acco | unt information. | () End | closed is my VISA, MAST | ERCARD, or DISCOVER # | ł: |
| lf pay | ing by ACH, ple | ease complete | this section | lf pa | ying by Credit Card | d, please complete ti | his section |
| I, account for the total a | amount listed below. | authorize ConServe to | electronically debit my checking | | CARD NUMBER | AMOUNT | CVW # (3 or 4 Digit code on Back of Card) |
| Bank Routing Numbe | r | Checking Account | t Number | | SIGNATURE | EXP. DATE | |
| Check Number | Date | Phone | Work Phone | CARDHOLD | ER NAME (Please Print) | Check Here if ca same as the add if not, provide ca of coupon. | rdholder address is lhe ress shown on this letter rdholder address on back |
| Name of Bank | | Bank City, State | | | | | |
| Authorized name on Check Amount | | Account | | | | | |
| Signature | | | 1 | e as of 12/05/2016: \$12,2 N A MULVANEY | 48.15 | | |



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Send Payment To:

UNITED STATES DISTRICT COURT

for the

EASTERN DISTRICT OF NEW YORK

| Kristin Ann Mulvaney, individually and on behalf of all others similarly situated |))) | |
|---|-------------|------------------|
| <i>Plaintiff(s)</i> |) | |
| |) | Civil Action No. |
| V. |) | |
| |) | |
| Continental Services Group, Inc. |) | |
| Defendant(s) |) | |

SUMMONS IN A CIVIL ACTION

To: (Defendant's name and address)

Continental Services Group, Inc. 200 Crosskeys Office Park Fairport, New York 14450

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:

BARSHAY SANDERS PLLC 100 GARDEN CITY PLAZA, SUITE 500 GARDEN CITY, NY 11530

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 COVER SHEET

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM.)

| I. (a) PLAINTIFFS | | | | DEFENDANTS | | | | | | |
|--|--|--|--------------------|---|-----------------|--|---|---|--|---------------------|
| KRISTIN ANN MULVANEY | | | | CONTINENTAL SERVICES GROUP, INC. | | | | | | |
| (b) County of Residence of First Listed Plaintiff SUFFOLK (EXCEPT IN U.S. PLAINTIFF CASES) | | | | County of Residence of First Listed Defendant <u>MONROE</u> (IN U.S. PLAINTIFF CASES ONLY) NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED. | | | | | | |
| (c) Attorneys (Firm Name, A | ddress, and Telephone Numbe | r) | | Attorneys (If Know | wn) | | | | | |
| BARSHAY SAND 100 Garden City Pl (516) 203-7600 | ERS, PLLC laza, Ste 500, Garden Ci | ty, NY 11530 | | | | | | | | |
| II. BASIS OF JURISDI | CTION (Place an "X" in C | Dne Box Only) | | FIZENSHIP OF | F PR | INCIPA | L PARTIES (| | | |
| O 1 U.S. Government Plaintiff | • 3 Federal Question (U.S. Government Not a Party) | | | Diversity Cases Only) PTF en of This State O 1 | | DEF O 1 | Incorporated or Pri of Business In T | incipal Place | Box for Defend PIF O 4 | dant) DEF O 4 |
| O 2 U.S. Government Defendant | O 4 Diversity (Indicate Citizenshi | p of Parties in Item III) | Citize | n of Another State | O 2 | O 2 | Incorporated and F of Business In A | | 0 5 | O 5 |
| IV. NATURE OF SUIT | (N) ((1)) (1) (1) | | | n or Subject of a oreign Country | Ο3 | O 3 | Foreign Nation | | 06 | O 6 |
| CONTRACT | | (y) RTS | FO | RFEITURE/PENALT | ſΥ | BAN | KRUPTCY | OTHER | R STATUT | ES |
| O 110 Insurance O 120 Marine O 130 Miller Act O 140 Negotiable Instrument O 150 Recovery of Overpayment & Enforcement of Judgment O 151 Medicare Act O 152 Recovery of Defaulted Student Loans (Excludes Veterans) O 153 Recovery of Overpayment of Veteran's Benefits O 160 Stockholders' Suits O 190 Other Contract O 195 Contract Product Liability O 196 Franchise REAL PROPERTY O 210 Land Condemnation O 220 Foreclosure O 230 Rent Lease & Ejectment O 245 Tort Product Liability O 290 All Other Real Property | PERSONAL INJURY O 310 Airplane O 315 Airplane Product Liability O 320 Assault, Libel & Slander O 330 Federal Employers' Liability O 340 Marine O 345 Marine Product Liability O 350 Motor Vehicle O 355 Motor Vehicle Product Liability O 360 Other Personal Injury O 360 Other Personal Injury O 362 Personal Injury - Medical Malpractice CIVIL RIGHTS O 440 Other Civil Rights O 441 Voting O 442 Employment O 443 Housing/ Accommodations O 445 Amer. w/Disabilities - Employment O 446 Amer. w/Disabilities - Other O 448 Education | 310 Airplane O 365 Personal Injury - 315 Airplane Product Product Liability 315 Airplane Product O 367 Health Care/ 320 Assault, Libel & Pharmaceutical Slander Personal Injury 330 Federal Employers' Product Liability Liability O 368 Asbestos Personal 340 Marine Injury Product Liability 345 Marine Product Liability 355 Motor Vehicle O 370 Other Fraud 350 Motor Vehicle O 370 Other Fraud 350 Motor Vehicle O 370 Other Fraud 360 Other Personal Property Damage Injury O 385 Property Damage Injury O 385 Property Damage 10 product Liability PRISONER PETITION 440 Other Civil Rights Habeas Corpus: 441 Voting O 463 Alien Detainee 442 Employment O 510 Motions to Vacate 443 Housing/ Sathenece Accommodations O 330 General 445 Amer. w/Disabilities - O 540 Mandamus & Other Other: O 540 Mandamus & Other | | Y O 625 Drug Related Seizure of Property 21 USC 881 O 690 Other Y O 700 Fair Labor Standards Act Y O 710 Fair Labor Standards Act Y O 710 Fair Labor Management Relations O 740 Railway Labor Act O 751 Family and Medical Leave Act O 790 Other Labor Litigation O 791 Employee Retirement Income Security Act MMIGRATION O 462 Naturalization Application O 465 Other Immigration Actions | | 0 422 Appeal 28 USC 158 0 423 Withdrawal 28 USC 157 PROPERTY RIGHTS 0 820 Copyrights 0 830 Patent 0 840 Trademark SOCIAL SECURITY 0 861 HIA (1395ff) 0 862 Black Lung (923) 0 863 DIWC/DIWW (405(g)) 0 864 SSID Title XVI 0 865 RSI (405(g)) FEDERAL TAX SUITS 0 870 Taxes (U.S. Plaintiff or Defendant) 0 871 IRS—Third Party 26 USC 7609 | | O 375 False Claims Act O 400 State Reapportionment O 410 Antitrust O 430 Banks and Banking O 450 Commerce O 460 Deportation O 470 Racketeer Influenced and Corrupt Organizations O 480 Consumer Credit O 490 Cable/Sat TV O 850 Securities/Commodities/ Exchange O 890 Other Statutory Actions O 891 Agricultural Acts O 895 Freedom of Information Act O 896 Arbitration O 899 Administrative Procedure Act/Review or Appeal of Agency Decision O 950 Constitutionality of State Statutes | | |
| V. ORIGIN (Place an "X" in • 1 Original O 2 Remon Proceeding Cou | ved from State O 3 Rem rt Cou | irt | 4 Reinsta Reope | ened Anoth (speci | her Dis ify) | trict | O 6 Multidistrict Litigation – Transfer | I I | Multidistrict Litigation – Direct File | |
| VI. CAUSE OF ACTIO | | Ise: 15 USC §1692 F | 0. | Do not cite jurisdictional Collection Practices | | | liversity): 15 USC | §1692 | | |
| VII. REQUESTED IN COMPLAINT: COMPLAINT: CHECK IF THIS IS A CLASS ACTION UNDER RULE 23, F.R.Cv.P. | | DE | EMAND \$ | | | | nt: | | | |
| VIII. RELATED CASE IF ANY | (S) | (See Instructions) | | | | | KET NUMBER | | | |
| DATE October 30, 2017 | | SIGNATURE OF ATTO | | FRECORD Craig B. Sanders | S | | | | | |
| FOR OFFICE USE ONLY RECEIPT #AM | IOUNT | APPLYING IFP | | JUDGE | Е | | MAG. JUI | DGE | | |

CERTIFICATION OF ARBITRATION ELIGIBILITY

Local Arbitration Rule 83.10 provides that with certain exceptions, actions seeking money damages only in an amount not in excess of \$150,000, exclusive of interest and costs, are eligible for compulsory arbitration. The amount of damages is presumed to be below the threshold amount unless a certification to the contrary is filed.

I, <u>Craig B. Sanders</u>, counsel for <u>Plaintiff</u>, do hereby certify that the above captioned civil action is ineligible for compulsory arbitration for the following reason(s):

- □ monetary damages sought are in excess of \$150,000, exclusive of interest and costs,
- \Box the complaint seeks injunctive relief,
- \Box the matter is otherwise ineligible for the following reason

DISCLOSURE STATEMENT - FEDERAL RULES CIVIL PROCEDURE 7.1

Identify any parent corporation and any publicly held corporation that owns 10% or more or its stocks:

RELATED CASE STATEMENT (Section VIII on the Front of this Form)

Please list all cases that are arguably related pursuant to Division of Business Rule 50.3.1 in Section VIII on the front of this form. Rule 50.3.1 (a) provides that "A civil case is "related" to another civil case for purposes of this guideline when, because of the similarity of facts and legal issues or because the cases arise from the same transactions or events, a substantial saving of judicial resources is likely to result from assigning both cases to the same judge and magistrate judge." Rule 50.3.1 (b) provides that "A civil case shall not be deemed "related" to another civil case merely because the civil case: (A) involves identical legal issues, or (B) involves the same parties." Rule 50.3.1 (c) further provides that "Presumptively, and subject to the power of a judge to determine otherwise pursuant to paragraph (d), civil cases shall not be deemed to be "related" unless both cases are still pending before the court."

NY-E DIVISION OF BUSINESS RULE 50.1(d)(2)

1. Is the civil action being filed in the Eastern District removed from a New York State Court located in Nassau or Suffolk County: <u>NO</u>

If you answered "no" above:
a) Did the events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in Nassau or Suffolk County? <u>YES</u>

b) Did the events or omissions giving rise to the claim or claims, or a substantial part thereof, occur in the Eastern District? YES

If your answer to question 2 (b) is "No," does the defendant (or a majority of the defendants, if there is more than one) reside in Nassau or Suffolk County, or, in an interpleader action, does the claimant (or a majority of the claimants, if there is more than one) reside in Nassau or Suffolk County?

(Note: A corporation shall be considered a resident of the County in which it has the most significant contacts).

BAR ADMISSION

I am currently admitted in the Eastern District of New York and currently a member in good standing of the bar of this court.

Are you currently the subject of any disciplinary action (s) in this or any other state or federal court? Yes (If yes, please explain) No

I certify the accuracy of all information provided above.

| Signature: | /s | Craig | B. | Sanders |
|------------|----|-------|----|---------|
| | | | | |

ClassAction.org

This complaint is part of ClassAction.org's searchable class action lawsuit database and can be found in this post: <u>Continental Services Group Left Information Out of Collection Letter, Lawsuit Claims</u>