

**IN THE UNITED STATES DISTRICT COURT
DISTRICT OF SOUTH CAROLINA**

JENNIFER STRAK, individually and on behalf
of all others similarly situated;

Civil Action No.:

Plaintiff(s),
-against-

CLASS ACTION COMPLAINT

MANAGED RECOVERY SYSTEMS, INC.
and JOHN DOES 1-25

(JURY TRIAL REQUESTED)

Defendant(s).

Plaintiff, JENNIFER STRAK (hereinafter, "Plaintiff"), a South Carolina resident, brings this Class Action Complaint by and through her attorneys, against Defendant MANAGED RECOVERY SYSTEMS, INC. (hereinafter "Defendant" or "MRS") and JOHN DOES 1-25, individually and on behalf of a class of all others similarly situated, pursuant to Rule 23 of the Federal Rules of Civil Procedure, based upon information and belief of Plaintiff's counsel, except for allegations specifically pertaining to Plaintiff, which are based upon Plaintiff's personal knowledge.

INTRODUCTION/PRELIMINARY STATEMENT

1. Congress enacted the FDCPA in 1977 in response to the "abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors." 15 U.S.C. § 1692(a). At that time, Congress was concerned that "abusive debt collection practices contribute to the number of personal bankruptcies, to material instability, to the loss of jobs, and to invasions of individual privacy." *Id.* Congress concluded that "existing laws . . . [we]re inadequate to protect consumers," and that "the effective collection of debts"

does not require “misrepresentation or other abusive debt collection practices.” 15 U.S.C. §§ 1692(b) & (c).

2. Congress explained that the purpose of the Act was not only to eliminate abusive debt collection practices, but also to “insure that those debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged.” *Id.* § 1692(e). After determining that the existing consumer protection laws were inadequate, *id.* § 1692(b), Congress gave consumers a private cause of action against debt collectors who fail to comply with the Act. *Id.* § 1692k.

JURISDICTION AND VENUE

3. The Court has jurisdiction over this class action under 28 U.S.C. § 1331, 15 U.S.C. § 1692 *et seq.* and 28 U.S.C. § 2201. If applicable, the Court also has pendent jurisdiction over the state law claims in this action pursuant to 28 U.S.C. § 1367(a).
4. Venue is proper in this judicial district pursuant to 28 U.S.C. § 1391(b)(2).

NATURE OF THE ACTION

5. Plaintiff brings this class action on behalf of a class of South Carolina consumers under § 1692 *et seq.* of Title 15 of the United States Code, commonly referred to as the Fair Debt Collections Practices Act (“FDCPA”), and
6. Plaintiff is seeking damages, and declaratory and injunctive relief.

PARTIES

7. Plaintiff is a natural person and a resident of the State of South Carolina, and is a “Consumer” as defined by 15 U.S.C. §1692(a)(3).
8. Defendant is a collection agency with its principal office located at 1435 Augusta Street,

Greenville, South Carolina 29605.

9. Upon information and belief, Defendant is a company that uses the mail, telephone, and facsimile and regularly engages in business the principal purpose of which is to attempt to collect debts alleged to be due another.
10. Defendant is a “debt collector,” as defined under the FDCPA under 15 U.S.C. § 1692a(6).
11. John Does 1-25, are fictitious names of individuals and businesses alleged for the purpose of substituting names of Defendants whose identities will be disclosed in discovery and should be made parties to this action.

CLASS ALLEGATIONS

12. Plaintiffs bring this claim on behalf of the following case, pursuant to Fed. R. Civ. P. 23(a) and 23(b)(3).
13. The Class consists of (a) all individuals with addresses in the State of South Carolina (b) to whom MRS (c) sent an initial collection letter attempting to collect a consumer debt (d) which stated “UNLESS YOU NOTIFY THIS OFFICE IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE TO DISPUTE THE VALIDITY OF THIS DEBT OR ANY PORTION OF IT, WE WILL ASSUME THE DEBT IS VALID” (e) which letter was sent on or after a date one year prior to the filing of this action and on or before a date 21 days after the filing of this action.
14. The identities of all class members are readily ascertainable from the records of Defendants and those companies and entities on whose behalf they attempt to collect and/or have purchased debts.
15. Excluded from the Plaintiff Classes are the Defendants and all officers, members, partners, managers, directors, and employees of the Defendants and their respective immediate

families, and legal counsel for all parties to this action and all members of their immediate families.

16. There are questions of law and fact common to the Plaintiff Classes, which common issues predominate over any issues involving only individual class members. The principal issue is whether the Defendants' written communications to consumers, in the forms attached as *Exhibits A*, violate 15 U.S.C. §§ 1692e and 1692g.
17. The Plaintiffs' claims are typical of the class members, as all are based upon the same facts and legal theories.
18. The Plaintiffs will fairly and adequately protect the interests of the Plaintiff Classes defined in this complaint. The Plaintiffs have retained counsel with experience in handling consumer lawsuits, complex legal issues, and class actions, and neither the Plaintiffs nor their attorneys have any interests, which might cause them not to vigorously pursue this action.
19. This action has been brought, and may properly be maintained, as a class action pursuant to the provisions of Rule 23 of the Federal Rules of Civil Procedure because there is a well-defined community interest in the litigation:
 - (a) **Numerosity:** The Plaintiffs are informed and believe, and on that basis allege, that the Plaintiff Classes defined above are so numerous that joinder of all members would be impractical.
 - (b) **Common Questions Predominate:** Common questions of law and fact exist as to all members of the Plaintiff Classes and those questions predominate over any questions or issues involving only individual class members. The principal issue is whether the Defendants' written communications to consumers, in the forms

attached as *Exhibit A*, violate 15 U.S.C. §§ 1692e and 1692g.

- (c) **Typicality**: The Plaintiffs' claims are typical of the claims of the class members. The Plaintiffs and all members of the Plaintiff Classes have claims arising out of the Defendants' common uniform course of conduct complained of herein.
- (d) **Adequacy**: The Plaintiffs will fairly and adequately protect the interests of the class members insofar as Plaintiffs have no interests that are adverse to the absent class members. The Plaintiffs are committed to vigorously litigating this matter. Plaintiffs have also retained counsel experienced in handling consumer lawsuits, complex legal issues, and class actions. Neither the Plaintiffs nor their counsel have any interests which might cause them not to vigorously pursue the instant class action lawsuit.
- (e) **Superiority**: A class action is superior to the other available means for the fair and efficient adjudication of this controversy because individual joinder of all members would be impracticable. Class action treatment will permit a large number of similarly situated persons to prosecute their common claims in a single forum efficiently and without unnecessary duplication of effort and expense that individual actions would engender.

20. Certification of a class under Rule 23(b)(3) of the Federal Rules of Civil Procedure is also appropriate in that the questions of law and fact common to members of the Plaintiff Classes predominate over any questions affecting an individual member, and a class action is superior to other available methods for the fair and efficient adjudication of the controversy.

21. Depending on the outcome of further investigation and discovery, Plaintiffs may, at the

time of class certification motion, seek to certify a class(es) only as to particular issues pursuant to Fed. R. Civ. P. 23(c)(4).

ALLEGATIONS OF FACT

22. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs numbered above herein with the same force and effect as if the same were set forth at length herein.
23. Some time prior to September 08, 2016, an obligation was allegedly incurred to GHC – EQUIPPED FOR LIFE (“GHC”)
24. The GHC obligation arose out of a transaction in which money, property, insurance or services, which are the subject of the transaction, are primarily for personal, family or household purposes.
25. The alleged GHC obligation is a "debt" as defined by 15 U.S.C. § 1692a(5).
26. GHC is a "creditor" as defined by 15 U.S.C. § 1692a(4).
27. GHC or subsequent owner of the GHC debt contracted the Defendant to collect the alleged debt.
28. Defendant collects and attempts to collect debts incurred or alleged to have been incurred for personal, family or household purposes on behalf of creditors using the United States Postal Services, telephone and internet.
29. On or about September 08, 2016, Defendant sent a letter (the “Letter”) to the Plaintiff a collection letter regarding the alleged debt owed to GHC. *See Exhibit A.*
30. Upon information and belief, the Letter was the first communication from MRS to the Plaintiff with regards to the GHC debt.
31. Plaintiff received the letter and read it.

32. The Letter states in part:

““UNLESS YOU NOTIFY THIS OFFICE IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE TO DISPUTE THE VALIDITY OF THIS DEBT OR ANY PORTION OF IT, WE WILL ASSUME THE DEBT IS VALID”

33. The Plaintiff, as would any least sophisticated consumer, read the above and believed that she only had an option of writing the Defendant to dispute the validity of the debt.

34. Pursuant to 15 U.S.C. §1692g, a debt collector is required in the initial communication with a consumer, to notify the consumer in writing that unless the consumer disputes the debt, or any portion thereof, within thirty days of receiving this notice, that the debt will be assumed to be valid by the debt collector.

35. The obligation is not only to write the validation notice, but to do so effectively and clearly.

36. The Fourth Circuit has stated that a debt collector does not comply with § 1692g simply by including the required debt validation notice. *Miller v. Payco-General American Credits, Inc.*, 943 F.2d 482, 484 (1991). Instead, “the notice Congress required **must be conveyed effectively** to the consumer.” *Miller*, 943 F.2d at 484

37. Congress adopted the debt validation provisions of section 1692g to guarantee that consumers would receive adequate notice of their rights under the FDCPA. *Wilson*, 225 F.3d at 354, citing *Miller v. Payco-General Am. Credits, Inc.*, 943 F.2d 482, 484 (4th Cir.1991).

38. Congress further desired to “eliminate the recurring problem of debt collectors dunning the wrong person or attempting to collect debts which the consumer has already paid.” S.Rep. No. 95–382, at 4 (1977), reprinted in 1977 U.S.C.C.A.N. 1695, 1699.

39. The rights afforded to consumers under Section 1692g(a) are amongst the most powerful

protections provided by the FDCPA.

40. The FDCPA gives consumers a statutory right to receive certain information, including that a dispute must be in writing to be a legally effective dispute as to prohibit the debt collector from continuing collection activities until they are able to verify the debt, which the Plaintiff was deprived of in this case.

41. As a result of the Defendant's violations of the FDCPA, the Plaintiff was harmed.

42. Defendant's actions as described herein are part of a pattern and practice used to collect consumer debts.

COUNT I

VIOLATIONS OF THE FAIR DEBT COLLECTION PRACTICES ACT 15 U.S.C. §1692e *et seq.*

43. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs above herein with the same force and effect as if the same were set forth at length herein.

44. Defendant's debt collection efforts attempted and/or directed towards the Plaintiff violated various provisions of the FDCPA, including but not limited to 15 U.S.C. § 1692e.

45. Pursuant to 15 U.S.C. §1692e, a debt collector may not use any false, deceptive, or misleading representation or means in connection with the collection of any debt.

46. Defendant violated said section by:

- Making a false and misleading representation in violation of §1692e(10).

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

COUNT II

**VIOLATIONS OF THE FAIR DEBT COLLECTION PRACTICES ACT
15 U.S.C. §1692g *et seq.***

48. Plaintiff repeats, reiterates and incorporates the allegations contained in paragraphs above herein with the same force and effect as if the same were set forth at length herein.
49. Defendant's debt collection efforts attempted and/or directed towards the Plaintiff violated various provisions of the FDCPA, including but not limited to 15 U.S.C. § 1692g.
50. Pursuant to 15 USC §1692g, a debt collector:
- (a) Within five days after the initial communication with a consumer in connection with the collection of any debt, a debt collector shall, unless the following information is contained in the initial communication or the consumer has paid the debt, send the consumer a written notice containing –
 - (1) The amount of the debt;
 - (2) The name of the creditor to whom the debt is owed;
 - (3) A statement that unless the consumer, within thirty days after receipt of the notice, disputes the validity of the debt, or any portion thereof, the debt will be assumed to be valid by the debt-collector;
 - (4) A statement that the consumer notifies the debt collector in writing within thirty-day period that the debt, or any portion thereof, is disputed, the debt collector will obtain verification of the debt or a copy of a judgment against the consumer and a copy of such verification or judgment will be mailed to the consumer by the debt collector; and
 - (5) A statement that, upon the consumer's written request within the thirty-day period, the debt collector will provide the consumer with the name and address of the original creditor, if different from the current creditor.
51. The Defendant violated 1692g(a)(3) by failing effectively notify the Plaintiff of her validation rights.
52. By reason thereof, Defendant is liable to Plaintiff for judgment that Defendant's conduct violated Section 1692g *et seq.* of the FDCPA, actual damages, statutory damages, costs and attorneys' fees.

PRAYER FOR RELIEF

WHEREFORE, Plaintiff demands judgment against Defendants as follows:

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

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To be Admitted *Pro Hac Vice*

January 18, 2017

**MANAGED RECOVERY SYSTEMS, INC.
P.O. BOX 8161
GREENVILLE, SOUTH CAROLINA 29604
(864) 271-2402**

9/8/2016

JENNIFER STRAK
630 FAIRVIEW ROAD
APT 185
SIMPSONVILLE, SC 29680

**RE: CLIENT: GHC-EQUIPPED FOR LIFE
 ACCOUNT #: 19677
 AMOUNT DUE: \$149.40**

YOUR ACCOUNT HAS BEEN ASSIGNED FOR COLLECTION.

UNLESS YOU NOTIFY THIS OFFICE IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE TO DISPUTE THE VALIDITY OF THIS DEBT OR ANY PORTION OF IT, WE WILL ASSUME THE DEBT IS VALID. IF YOU NOTIFY US IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE, WE WILL OBTAIN VERIFICATION OF THE DEBT OR OBTAIN A COPY OF A JUDGEMENT AND MAIL THIS VERIFICATION OR JUDGEMENT TO YOU. IF YOU NOTIFY US IN WRITING WITHIN 30 DAYS OF RECEIVING THIS NOTICE TO REQUEST THE NAME AND THE ADDRESS OF THE ORIGINAL CREDITOR, WE WILL PROVIDE THAT INFORMATION TO YOU IF THE CURRENT CREDITOR IS DIFFERENT FROM THE ORIGINAL CREDITOR. "THIS IS AN ATTEMPT TO COLLECT A DEBT, ANY INFORMATION OBTAINED WILL BE USED FOR THAT PURPOSE."

THIS IS A FORMAL DEMAND FOR PAYMENT IN FULL. SHOULD YOU NOT REMIT PAYMENT IN FULL, OR CONTACT THIS OFFICE TO MAKE SATISFACTORY PAYMENT ARRANGEMENTS, WE INTEND TO EITHER:

- 1. SUBMIT THIS ACCOUNT FOR ENTRY ON YOUR NATIONAL CREDIT RECORD AS AN UNPAID COLLECTION ACCOUNT.**
- 2. RECOMMEND TO OUR CLIENT THAT THEY PURSUE FURTHER COLLECTION ACTIVITY AS AUTHORIZED BY STATE AND FEDERAL STATUTE.**

TO ENSURE PROPER CREDIT TO THE ABOVE LISTED BALANCE, PAYMENT MUST BE MADE TO OUR OFFICE. MAKE CHECKS OR MONEY ORDERS PAYABLE TO MANAGED RECOVERY SYSTEMS, INC. AND INCLUDE YOUR ACCOUNT NUMBER.

FOR YOUR CONVENIENCE YOU MAY PAY BY CHECK OR CREDIT CARD USING OUR ONLINE FORMS AT WWW.MANAGEDRECOVERYSYSTEMS.NET OR CONTACT US AT (864) 271-2402.

ClassAction.org

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