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U.S. Department of Justice ALAN J. PHELPS Trial Attorney Consumer Protection Branch U.S. Department of Justice P.O. Box 386 Washington, DC 20044

Plaintiff, the United States of America, acting upon notification and authorization to the Attorney General by the Federal Trade Commission ("FTC" or "Commission"), for its Complaint alleges that:

1. Plaintiff brings this action under sections 5(a), 13(b), and 16(a) of the Federal Trade Commission Act ("FTC Act"), 15 U.S.C. § 45(a), 53(b), and 56(a); and section 621(a) of the Fair Credit Reporting Act ("FCRA"), 15 U.S.C. § 1681s(a), to obtain monetary civil penalties and injunctive or other relief from Defendants for engaging in violations of the FTC Act, 15 U.S.C. § 45(a), and the FCRA, 15 U.S.C. §§ 1681-1681x.

JURISDICTION AND VENUE

- 2. This Court has subject matter jurisdiction pursuant to 28 U.S.C. §§ 1331, 1337(a), 1345, and 1355, and 15 U.S.C. §§ 45(a), 53(b), 56(a), and 1681s.
- 3. Venue is proper under 15 U.S.C. § 53(b) and under 28 U.S.C. §§ 1391(b)-(c) and 1395(a).

PLAINTIFF

4. This action is brought by the United States of America on behalf of the Federal Trade Commission. The Commission is an independent agency of the United States government given statutory authority and responsibility by, inter alia, the FTC Act, as amended 5 U.S.C. §§ 41-58, and the FCRA, 15 U.S.C. §§ 1681-1681x. The Commission is charged, inter alia, with enforcing Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), which prohibits unfair and deceptive acts or practices in or affecting commerce; and the FCRA, which imposes duties upon consumer reporting agencies, users of consumer reports, and those who procure consumer reports for resale.

DEFENDANTS

5. Direct Lending Source, Inc., ("Direct Lending") is a Florida corporation with its principal place of business in Key Largo, Florida. Direct Lending transacts or has transacted business in this district.

6. Bailey & Associates Advertising, Inc. ("Bailey & Associates") is a Florida corporation with offices in El Paso, Texassd San Diego, California. Bailey & Associates

11. On June 22, 2011, Bailey & Associates filed a voluntary petition for relief under Chapter 11 of the Bankruptcy Code, 11 U.S.C. § 101 et seq., in the United States Bankruptcy Court for the Western District of Texas, Paso Division, Case No. 11-31202-hcm.

12. The instant action against Defendant Bailey & Associates is not stayed by 11 U.S.C. § 362(a)(1),(2),(3) or (6) because it is an action brought by the United States pursuant to referral by the Commission, to enforce the Commission's police and regulatory power as a governmental unit pursuant to 11 U.S.C. § 362(b)(4), and thus falls within an exemption to the automatic stay.

COMMERCE

13. At all times relevant to this complaint, Defendants have maintained a substantial course of trade in or affecting commerce, as "commerce" is defined in section 4 of the FTC Act, 15 U.S.C. § 44.

THE FAIR CREDIT REPORTING ACT

- 14. The FCRA was enacted in 1970, became effective on April 25, 1971, and has been in force since that date.
- 15. Section 621 of the FCRA, 15 U.S.C. § 1681s, authorizes the Commission to use all of its functions and powers under the FTQ Accenforce compliance with the FCRA by all persons subject thereto except to the extent that enforcement specifically is committed to some other governmental agency, irrespective of whether the person is engaged in commerce or meets any other jurisdictional tests set forth by the FTC Act.
- 16. Defendants buy and sell "prescreened lists," which are lists of consumers that meet certain pre-selected credit criteria. For example, in this case, Defendants bought and sold "prescreened lists" of consumers who were, among other things, 30, 60, or 90 days late on their mortgage payments. Such prescreened lists are "consumer reports" as defined in section 603(d) of the FCRA, 15 U.S.C. §1681a(d). That section defines a "consumer report" as

any written, oral, or other communication of any information by a consumer reporting agency bearing on a consumer's credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics, or mode of living which is used or expected to be used or collected in whole or in part for the purpose of serving as a factor in establishing the consumer's eligibility for (A) credit or insurance to be used primarily

for personal, family, or household purposes; (B) employment purposes; or (C) any purpose authorized under section 604.

Information such as whether a consumer is 30, 60, or 90 days late on their mortgage bears on, among other things, a consumer's credit worthiness and credit standing and is used or expected to be used as a factor in determining a consumer's eligibility for credit.

17. Section 604(f) of the FCRA, 15 U.S.C. §1681b(f), prohibits persons from

debt relief, and foreclosure relief services. Some of the lists were sold to entities with names such as: "Save Me From Foreclosure," "SM6dification," "Stop Your Lender," "Virginia

- 25. Defendants did not make reasonable effortverify that the consumer reports would only be used in connection with permissible purposes under the FCRA. For example, they did not require that each person to whom the consumer reports were resold: (1) identify each end-user, (2) certify each purpose for which the consumer reports would be used, or (3) certify that the consumer reports would be used for no other purpose. Defendants did not otherwise make reasonable efforts to verify the identifications and certifications required by the FCRA.
- 26. Defendants assert that they were obtaining prescreened lists to make "firm offers of credit" because they were financing the fees charged to consumers for the loan modification or debt relief services described above. The offer to finance the fees was a sham used to engage in target marketing directed to financially dissised consumers, and, as such, is not a "firm offer of credit."
- 27. Defendants' failure to employ reasonable and appropriate measures to control access to the sensitive consumer financial information they sell resulted in prescreened lists being sold to a number of entities that have been the subject of actions or warnings by law enforcement. Defendants' lack of reasonable procedures caused or is likely to cause substantial consumer injury that is not reasonably avbleaby consumers and is not outweighed by benefits to consumers or competition.

<u>VIOLATIONS OF THE FCRA</u> <u>COUNT I - VIOLATIONS OF SECTION 604(f) OF THE FCRA</u>

28. Section 604(f) of the FCRA, 15 U.S.C. § 1681b(f), prohibits persons from using or obtaining consumer reports without a "permissible purpose."

31. Pursuant to section 621(a)(1) of the FCRA, 15 U.S.C. § 1681s(a)(1), the acts and practices alleged in Paragraph 29 also constitute unfair or deceptive acts or practices in violation of section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

COUNT II - VIOLATIONS OF SECTION 607(e)(1) OF THE FCRA

- 32. Section 607(e)(1) of the FCRA, 15 U.S.C. § 1681e(e)(1), requires persons who procure consumer reports for purposes of reselling the reports to identify the end-user of the report.
- 33. As described in Paragraph 24, in multiple instances, Defendants failed to disclose to the consumer reporting agency that furnished the consumer report the identity of the end-user of the consumer report.
- 34. By and through the acts and practidescribed in Paragraph 33, Defendants have violated section 607(e)(1) of the FCRA, 15 U.S.C. § 1681e(e)(1).
- 35. Pursuant to section 621(a)(1) of the FCRA, 15 U.S.C. § 1681s(a)(1), the acts and practices alleged in Paragraphasso constitute unfair or deceptive acts or practices in violation of section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

COUNT III - VIOLATIONS OF SECTION 607(e)(2) OF THE FCRA

- 36. Section 607(e)(2), 15 U.S.C. §1681e(e)(2), requires a person who procures consumer reports for purposes of reselling the reports establish and comply with reasonable procedures designed to ensure that the consumer reports are resold by the person only for a permissible purpose.
- 37. As described in Paragraph 25, Defendants failed to maintain reasonable procedures to limit the furnishing of consumer reports to the purposes listed under section 604 of the FCRA.
- 38. By and through the acts and practices described in Paragraph 37, Defendants have violated section 607(e)(2) of the FCRA, 15 U.S.C. § 1681e(e)(2).
- 39. Pursuant to section 621(a)(1) of the FCRA, 15 U.S.C. § 1681s(a)(1), the acts and practices alleged in Paragraph also constitute unfair or deceptive acts or practices in violation of section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

COUNT IV - VIOLATIONS OF SECTION 615(d)(3) OF THE FCRA

- 40. Section 615(d)(3) of the FCRA, 15 U.S.C. § 1681m(d)(3), requires persons who use a consumer report in connection with a firm offer of credit to maintain on file the criteria used to select the consumer to receive the offer for three years from the date the offer is made to the consumer.
- 41. To the extent that Defendants maintain that they made firm offers of credit to consumers, using prescreened lists purchased from Equifax prior to November 2009, they do not have the required criteria on file.
- 42. By and through the acts and practices described in Paradrapherendants have violated section 615(d)(3) of the FCRA, 15 U.S.C. § 1681m(d)(3).
- 43. Pursuant to section 621(a)(1) of the FCRA, 15 U.S.C. § 1681s(a)(1), the acts and practices alleged in Paragraph 41 also constitute unfair or deceptive acts or practices in violation of section 5(a) of the FTC Act, 15 U.S.C. § 45(a).

COUNT V - VIOLATIONS OF THE FTC ACT

- 44. As described in Paragrap26s through27, Defendants have failed to employ reasonable and appropriate measures to control access to the sensitive consumer financial information they sell.
- 45. Defendants' actions caused or were likely to cause substantial injury to consumers that is not offset by countervailing benefits to consumers or competition and is not reasonably avoidable by consumers.
 - 46. Therefore, Defendants' practices as described in Parallo and the constitution of t

1	amended by the Debt Collection Improvements Act of 1996, Pub. L. 104-134, § 31001(s)(1), 110
2	Stat. 1321-373, the Court is authorized to award a penalty of not more than \$2,500 per violation
3	for violations occurring before Februato, 2009, and \$3,500 per violation for violations
4	occurring on or after that date.
5	48. Each instance in which Defendants failed to comply with the FCRA constitutes a
6	separate violation for the purpose of assessing monetary civil penalties under section 621 of the
7	FCRA, 15 U.S.C. § 1681s. Plaintiff seeks monetary civil penalties for each separate violation of
8	the FCRA.
9	49. Under section 621(a) of the FCRA, 15 U.S.C. § 1681s(a), and section 13(b) of the
10	FTC Act, 15 U.S.C. § 53(b), this Court is authorized to issue a permanent injunction prohibiting
11	Defendants from violating the FTC Act and the FCRA.
12	PRAYER FOR RELIEF
13	WHEREFORE, Plaintiff requests that this Court, pursuant to 15 U.S.C. §§ 45(a)(1),
14	45(m)(1)(A), 53(b), 1681s, and 1691c, and pursuant to the Court's own equitable powers:
15	(1) Enter judgment against Defendants and iron of Plaintiff for each violation
16	alleged in this Complaint;
17	(2) Enter a permanent injunction to prevent future violations of the FCRA and the
18	FTC Act by Defendants;
19	(3) Award Plaintiff monetary civil penaltiesom Defendants for each violation of the
20	FCRA alleged in this Complaint;
21	(4) Award Plaintiff the costs of this action; and
22	(5) Award Plaintiff such other and additional relief as the Court may deem just and
23	proper.
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Dated October 9, 2012 FOR THE UNITED STATES OF AMERICA: STUART F. DELERY Acting Assistant Attorney General Civil Division United States Department of Justice MAAME EWUSI-MENSAH FRIMPONG **Deputy Assistant Attorney General** Civil Division MICHAEL S. BLUME Director **Consumer Protection Branch** s/ Alan J. Phelps ALAN J. PHELPS Trial Attorney Consumer Protection Branch U.S. Department of Justice PO Box 386 Washington, D.C. 20044 Phone: 202-307-6154 Facsimile: 202-514-8742 E-mail: alan.phelps@usdoj.gov DC Bar No.: 475938