Having considered the Complaint and the Stipulation of the Parties in this action, the Court finds that:

- 1. The Parties have stipulated and agreed to the entry of this preliminary injunction order without any admission of wrongdoing or violation of law, and without a finding by the Court of law or fact other than stated below.
- 2. The Defendants waive all rights to seek judicial review or otherwise challenge or contest the validity of their Stipulation hereto or this Order.
- 3. This Court has jurisdiction over the subject matter of this case; there is also good cause to believe it will have jurisdiction over all parties hereto, and venue in this district is proper.
  - 4. The entry of this Order is in the public interest; and
- 5. No security is required of any agency of the United States for issuance of a restraining order. Fed. R. Civ. P. 65(c).

## **ORDER**

## **DEFINITIONS**

For purposes of this Preliminary Injunction, the following definitions shall apply:

- 1. "Corporate Defendants" means CD Capital Investments, LLC, also formerly known as the Processing Department; CD Capital, LLC, also doing business as UW Solutions, also formerly known as the Processing Department; GDS Information Services, Inc., also doing business as 2Apply, also formerly known as NPV Report, also formerly known as National Mortgage Help Center, each of their successors, assigns, affiliates, or subsidiaries; and each of them by whatever names each might be known or have been known.
- 2. "Commercial communication" means any written or oral statement, illustration, or depiction, whether in English or any other language, that is designed to effect a sale or create interest in purchasing any service, plan, or program, whether it appears on or in a label, package, package insert, radio, television, cable

television, brochure, newspaper, magazine, pamphlet, leaflet, circular, mailer, book insert, free standing insert, letter, catalogue, poster, chart, billboard, public transit card, point of purchase display, film, slide, audio program transmitted over a telephone system, telemarketing script, on-hold script, upsell script, training materials provided to telemarketing firms, program-length commercial ("infomercial"), the Internet, cellular network, or any other medium. Promotional materials and items and Web pages are included in the term.

- 3. "Consumer-specific commercial communication" means a commercial communication that occurs prior to the consumer agreeing to permit the provider to seek offers of mortgage assistance relief on behalf of the consumer, or otherwise agreeing to use the mortgage assistance relief service, and that is directed at a specific consumer.
- 4. "**Defendants**" means the Corporate Defendants and the Individual Defendants, individually, collectively, or in any combination, and each of them by whatever names each might be known.
- 5. "Document" and "Electronically Stored Information" are synonymous in meaning and equal in scope to the usage of the terms in Rule 34(a) of the Federal Rule of Civil Procedure and include but are not limited to:
  - a) The original or a true copy of any written, typed, printed, electronically stored, transcribed, taped, recorded, filmed, punched, or graphic matter or other data compilations of any kind, including, but not limited to, letters, email or other correspondence, messages, memoranda, interoffice communications, notes, reports, summaries, manuals, magnetic tapes or discs, tabulations, books, records, checks, invoices, work papers, journals, ledgers, statements, returns, reports, schedules, or files; and

b)

Blackberrys or any type of mobile device, flash drives, personal digital assistants ("PDAs"), desktop personal computer and workstations, laptops, notebooks, and other portable computers, or other electronic storage media, whether assigned to individuals or in pools of computers available for shared use, or personally owned but used for work-related purposes; backup disks and tapes, archive disks and tapes, and other forms of offline storage, whether stored onsite with the computer used to generate them, stored offsite in another company facility, or stored, hosted, or otherwise maintained offsite by a third-party; and computers and related offline storage used by Defendants or Defendants' participating associates, which may include persons who are not employees of the company or who do not work on company premises.

Any electronically stored information stored on any server,

- 6. "Individual Defendants" means Defendants Christian D. Quezada, Mireya Duenas, and Gabriel Drews Stewart, by those names, and any other names by which they might be known.
- 7. "Mortgage Assistance Relief Service" means any service, plan, or program, offered or provided to the consumer in exchange for consideration, that is represented expressly or by implication, to assist or attempt to assist the consumer with any of the following:
  - a) stopping, preventing, or postponing any mortgage or deed of trust foreclosure sale for the consumer's dwelling, any repossession of the consumer's dwelling, or otherwise saving the consumer's dwelling from foreclosure or repossession;

- b) negotiating, obtaining, or arranging a modification of any term of a dwelling loan, including a reduction in the amount of interest, principal balance, monthly payments, or fees;
- obtaining any forbearance or modification in the timing of payments from any dwelling loan holder or servicer on any dwelling loan;
- d) negotiating, obtaining, or arranging any extension of the period of time within which the consumer may (i) cure his or her default on a dwelling loan, (ii) reinstate his or her dwelling loan, (iii) redeem a dwelling, or (iv) exercise any right to reinstate a dwelling loan or redeem a dwelling;
- e) obtaining any waiver of an acceleration clause or balloon payment contained in any promissory note or contract secured by any dwelling; or
- f) negotiating, obtaining, or arranging (i) a short sale of a dwelling, (ii) a deed-in-lieu of foreclosure, (iii) or any other disposition of a dwelling loan other than a sale to a third party that is not the dwelling loan holder.

The foregoing shall include any manner of claimed assistance, including, but not limited to, auditing or examining a consumer's mortgage or home loan application and offering to provide or providing legal services.

- 8. "Mortgage Assistance Relief Service Provider" or "Provider" means any person that provides, offers to provide, or arranges for others to provide, any mortgage assistance relief service. This term does not include:
  - a) The dwelling loan holder, or any agent or contractor of such individual or entity.
  - b) The servicer of a dwelling loan, or any agent or contractor of such individual or entity.

1

2

3

4

5

6

7

8

9

24

25

26

27

28

9. "Person" means a natural person, organization, or other legal entity, including a corporation, limited liability company, partnership, proprietorship, association, cooperative, or any other group or combination acting as an entity.

I.

### PROHIBITED REPRESENTATIONS

IT IS THEREFORE ORDERED that Defendants, their officers, agents, servants, employees, and attorneys, and all other persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the telemarketing, advertising, marketing, promotion, offering for sale or sale of any Mortgage Assistance Relief Service, are hereby preliminarily restrained and enjoined from misrepresenting, or from assisting others who are misrepresenting, expressly or by implication, any of the following:

- A. That any Defendant or any other person typically will obtain mortgage loan modifications for consumers that will make their payments substantially more affordable, substantially lower their interest rates, or will help them avoid foreclosure;
- В. The amount of time it will take or is likely to take to deliver the promised result from the Mortgage Assistance Relief Service;
- C. That any Defendant or any other person is affiliated with, endorsed or approved by, or otherwise associated with, the United States government, any governmental homeowner assistance plan, any Federal, State, or local governmental agency, unit, or department, any nonprofit housing counselor agency or program, the maker, holder, or servicer or the consumer's dwelling loan; and
- D. That the consumer is not obligated to, or should not, make scheduled periodic payments or any other payments pursuant to the terms of the consumer's dwelling loan.

#### II.

# DISCLOSURES REQUIRED BY AND REPRESENTATIONS PROHIBITED BY REGULATION O (FORMERLY MARS RULE)

IT IS FURTHER ORDERED that Defendants, their officers, agents, servants, employees, and attorneys, and all other persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the telemarketing, advertising, marketing, promotion, offering for sale, sale or performance of any Mortgage Assistance Relief Service, are hereby preliminarily restrained and enjoined from engaging in, or assisting others in engaging in, the following conduct:

- A. Misrepresenting, expressly or by implication, any material aspect of their services, in violation of 12 C.F.R. § 1015.3(b) & 16 C.F.R. § 322.3(b);
- B. Representing, expressly or by implication, that a consumer cannot or should not contact or communicate with his or her lender or servicer, in violation of 12 C.F.R. § 1015.3(a) & 16 C.F.R. § 322.3(a);
- C. Failing to make the following disclosure in all general and consumer-specific commercial communications: "[Name of Company]" is not associated with the government, and our service is not approved by the government or your lender," in violation of 12 C.F.R. § 1015.4(a)(1) and (b)(2) & 16 C.F.R. § 322.4(a)(1) and (b)(2);
- D. In cases where the Mortgage Assistance Relief Service Provider has represented, expressly or by implication, that consumers will receive any service or result set forth in subparagraphs (b) through (f) of the definition of Mortgage Assistance Relief Service herein, failing to make the following disclosure in all general and consumer-specific commercial communications: "Even if you accept this offer and use our service, your lender may not agree to change your loan," in

violation of 12 C.F.R. § 1015.4(a)(2) and (b)(3) & 16 C.F.R. § 322.4(a)(2) and (b)(3);

- E. Failing to make the following disclosure in all consumer-specific commercial communications: "You may stop doing business with us at any time. You may accept or reject the offer of mortgage assistance we obtain from your lender [or servicer]. If you reject the offer, you do not have to pay us. If you accept the offer, you will have to pay us [insert amount or method for calculating the amount] for our services." For the purposes of this subsection, the amount "you will have to pay" shall consist of the total amount the consumer must pay to purchase, receive, and use all of the mortgage assistance relief services that are the subject of the sales offer, including but not limited to, all fees and charges, in violation of 12 C.F.R. § 1015.4(b)(1) & 16 C.F.R. § 322.4(b)(1); and
- F. Failing, in all general commercial communications, consumer-specific commercial communications, and other communications in cases where any Defendant or person has represented, expressly or by implication, that the consumer should temporarily or permanently discontinue payments, in whole or in part, on a dwelling loan, to place clearly and prominently, and in close proximity to any such representation the following disclosure: "If you stop paying your mortgage, you could lose your home and damage your credit rating," in violation of 12 C.F.R. § 1015.4(c) & 16 C.F.R. § 322.4(c).

III.

#### PROHIBITION ON COLLECTION OF ADVANCE FEES

**IT IS FURTHER ORDERED** that Defendants, their officers, agents, servants, employees, and attorneys, and all other persons in active concert or participation with any of them, who receive actual notice of this Order, whether

acting directly or indirectly, in connection with the telemarketing, advertising, marketing, promotion, offering for sale, sale or performance of any Mortgage Assistance Relief Service, are hereby preliminarily restrained and enjoined from asking for or receiving payment of any fee or other consideration until a consumer has executed a written agreement between the consumer and the consumer's loan holder or servicer incorporating the offer of mortgage assistance relief obtained by Defendants.

IV.

#### FINANCIAL ACCOUNTING

IT IS FURTHER ORDERED that within (7) business days after service of this Order, each Defendant shall complete and deliver to the FTC a statement, sworn under penalty of perjury, of all payments, transfers or assignments of funds, assets, or property worth more than \$2,500 since July 7, 2014. The statement shall identify each person to whom a transfer has been made and the total amount transferred during that period. Such statement also shall include: (a) the transferee's name, address and relationship; (b) the property transferred; (c) the aggregate value; and (d) the transfer date; and (e) the type of transfer.

V.

# PRESERVATION OF RECORDS

IT IS FURTHER ORDERED that Defendants, their officers, agents, servants, employees, and attorneys, and all other persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the telemarketing, advertising, marketing, promotion, offering for sale, sale or performance of any Mortgage Assistance Relief Service, are hereby preliminarily restrained and enjoined from destroying, erasing, mutilating, concealing, altering, transferring or otherwise disposing of, in any manner, directly or indirectly, any documents or records that

relate to the business practices, or business or personal finances, of Defendants, or any entity directly or indirectly under the control of Defendants.

This Section specifically applies to, but is not limited to, all documents that have been or are displayed on or have been or are accessible from any and all Internet websites owned or controlled by any Defendant, including but not limited to any of the websites with the following domain names: www.uw-solutions.com; www.2apply.net; www.npvreport.com.

VI.

# PROHIBITION ON RELEASE OF CUSTOMER INFORMATION OR CUSTOMERS LISTS

IT IS FURTHER ORDERED that Defendants, and their officers, agents, directors, servants, employees, salespersons, and attorneys and all other persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the telemarketing, advertising, marketing, promotion, offering for sale, sale or performance of any Mortgage Assistance Relief Service, are hereby preliminarily restrained and enjoined from selling, renting, leasing, transferring, or otherwise disclosing the name, address, telephone number, credit card number, bank account number, email address, social security number, or other identifying information of any person that Defendants obtained prior to entry of this Order in connection with any Mortgage Assistance Relief Service; provided that Defendants may disclose such identifying information to a law enforcement agency or as required by any law, regulation, or court order.

VII.

#### **DISTRIBUTION OF ORDER**

**IT IS FURTHER ORDERED** that the Individual Defendants shall immediately provide a copy of this Order to each of their affiliates, franchises, subsidiaries, divisions, successors, assigns, directors, officers, managing agents,

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

28

employees, representatives, and independent contractors and shall, within ten (10) business days from the date of service of this Order, serve on Plaintiff affidavits identifying the names, titles, addresses, and telephone numbers of the persons and entities whom they have served pursuant to this provision. VIII. **CORRESPONDENCE** IT IS FURTHER ORDERED that, for the purposes of this Order, because mail addressed to the FTC is subject to delay due to heightened security screenings, all correspondence and service of pleadings on Plaintiff shall be sent either via email, facsimile, or overnight courier such as FedEx or UPS addressed to: LaShawn M. Johnson Mark L. Glassman Federal Trade Commission 600 Pennsylvania Ave., NW Mail Stop: CC-10232 Washington, D.C. 20580 Fax: (202) 326-3768 E-mail: ljohnson@ftc.gov; mglassman@ftc.gov IX. SERVICE OF THIS ORDER **IT IS FURTHER ORDERED** that copies of this Order may be served by facsimile transmission, email, or personal or overnight delivery, upon any entity or person that may have possession, custody, or control of any documents of any Defendant, or that may be subject to any provision of this Order. Defendants shall be served through counsel as follows: Defendants CD Capital Investments, LLC, CD Capital, LLC, Christian D. Quezada, and Mireya Duenas Michael B. Kushner, Esq. Kushner Carlson, PC 15 Enterprise, Suite 110

1 Aliso Viejo, CA 92656 Fax: (949) 421-3031 2 Email: mkushner@kushnercarlson.com; rparades@kushnercarlson.com 3 Defendants GDS Information Services, Inc. and Gabriel Drews Stewart 4 Dana Leigh Ozols, Esq. 5 Law Office of Dana Leigh Ozols 25650 Cross Creek Drive, Suite F 6 Yorba Linda, CA 92887 7 Fax: (949) 258-9332 8 Email: dana@ozolslaw.com 9 X. RETENTION OF JURISDICTION 10 IT IS FURTHER ORDERED that this Court shall retain jurisdiction of 11 this matter for all purposes of construction, modification, and enforcement of this 12 13 Order. 14 15 16 **SO ORDERED:** 17 Dated this 21st day of August, 2014. 18 19 Honorable Josephine L. Staton 20 United States District Judge 21 22 23 24 25 26 27 28