Case 8:2	3-cv-00699-JWH-ADS Document 32 Filed (	5/03/23 CENTRAL DISTRICT OF CALIFORNIA		
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8	UNITED STATES DISTRICT COURT			
9	FOR THE CENTRAL DISTRICT OF CALIFORNIA			
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11	FEDERAL TRADE COMMISSION,	Case No. 8:23-cv-00699-JWH (ADSx)		
12	Plaintiff,			
13	v.	AMENDED EX PARTE TEMPORARY RESTRAINING		
14	BCO CONSULTING SERVICES	APPOINTMENT OF TEMPORARY		
15	INC., a California corporation, also d/b/a Students Loan Services LLC;	EQUITABLE RELIEF, AND		
16	SLA CONSULTING SERVICES INC., a California corporation, f/k/a	ORDER TO SHOW CAUSE WHY A PRELIMINARY INJUNCTION		
17	Student Loan Advocates LLC; GIANNI OLILANG, individually and	SHOULD NOT ISSUE		
18	as an officer of BCO CONSULTING SERVICES INC.			
19	and SLA CONSULTING SERVICES INC.;			
20	BRANDON CLORES, individually and as an officer of BCO			
21	CONSULTING SERVICES INC.; KISHAN BHAKTA, individually and as an officer of BCO			
22	CONSULTING SERVICES INC.;			
23	and ALLAN RADAM, individually and as			
24	an officer of SLA CONSULTING SERVICES INC.,			
25	Defendants.			
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Plaintiff Federal Trade Commission (the "FTC") has filed its Complaint for Permanent Injunction and Other Equitable Relief pursuant to Sections 13(b) and 19 of the Federal Trade Commission Act (the "FTC Act"), 15 U.S.C. §§ 53(b) and 57b, the Telemarketing and Consumer Fraud and Abuse Prevention Act, 15 U.S.C. §§ 6101-6108, and Section 522(a) of the Gramm-Leach-Bliley Act (the "GLB Act"), 15 U.S.C. § 6822(a), and the FTC has moved, pursuant to Rule 65(b) of the Federal Rules of Civil Procedure, for a temporary restraining order, asset freeze, other equitable relief, and an order to show cause why a preliminary injunction should not issue against Individual Defendants and Corporate Defendant.

#### I. FINDINGS OF FACT

The Court, having considered the Complaint; the *ex parte* Motion for a Temporary Restraining Order, declarations, exhibits, and memorandum of points and authorities filed in support thereof; and being otherwise advised, hereby finds as follows:

- A. This Court has jurisdiction over the subject matter of this case, and there is good cause to believe that it will have jurisdiction over all parties hereto and that venue in this district is proper.
- B. There is good cause to believe that in numerous instances,
  Defendants have made material misrepresentations regarding their student loan
  debt relief services, have taken advance fees, and have engaged in illegal
  telemarketing.
- C. There is good cause to believe that Defendants BCO Consulting Services Inc., also d/b/a Student Loan Services LLC; SLA Consulting Services Inc., f/k/a Student Loan Advocates LLC; Gianni Olilang; Brandon Clores; Kishan Bhakta; and Allan Radam have engaged in and are likely to engage in acts or practices that violate Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), the Telemarketing Sales Rule (the "TSR"), 16 C.F.R. Part 310, and Section 521 of

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the GLB Act, 15 U.S.C. § 6821, and that the FTC is therefore likely to prevail on the merits of this action. As demonstrated by consumer declarations, consumer complaints, and the additional documentation filed by the FTC, the FTC has established a likelihood of success in showing that, in numerous instances, Defendants:

- (1) have made deceptive representations in the marketing and sale of student debt relief services in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a) and the TSR, 16 C.F.R. § 310.4(a)(5)(i);
- (2) have collected unlawful advance fees from consumers in violation of the TSR, 16 C.F.R. § 310.4(a)(5)(i); and
- (3) have obtained customer information of a financial institution relating to another person by making false, fictitious, or fraudulent statements, in violation of Section 521 of the GLB Act, 15 U.S.C. § 6821.
- D. There is good cause to believe that Defendants have collected gross revenues of approximately \$6.5 million as a result of their unlawful practices.
- E. There is good cause to believe that immediate and irreparable harm will result from Defendants' ongoing violations of the FTC Act, the TSR, and the GLB Act, unless Defendants are restrained and enjoined by order of this Court.
- F. There is good cause to believe that immediate and irreparable damage to the Court's ability to grant effective final relief for consumers—including monetary restitution, rescission, disgorgement, or refunds—will occur from the sale, transfer, destruction, or other disposition or concealment by Defendants of their assets or records, unless Defendants are immediately restrained and enjoined by order of this Court; and that, in accordance with Rule 65(b), the interests of justice require that this Order be granted without prior notice to Defendants. Thus, there is good cause for relieving the FTC of

the duty to provide Defendants with prior notice of its Motion for a Temporary Restraining Order.

- G. Good cause exists for appointing a temporary receiver over the Receivership Entities, freezing Defendants' assets, permitting the FTC and the Receiver immediate access to the Defendants' business premises, and permitting the FTC and the Receiver to take expedited discovery.
- H. Weighing the equities and considering the FTC's likelihood of ultimate success on the merits, a temporary restraining order with an asset freeze, the appointment of a temporary receiver, immediate access to business premises, expedited discovery, and other equitable relief is in the public interest.
- I. This Court has authority to issue this Order pursuant to Section 13(b) of the FTC Act, 15 U.S.C. § 53(b); Section 19 of the FTC Act, 15 U.S.C. § 57b(b); Rule 65; and the All Writs Act, 28 U.S.C. § 1651.
- J. No security is required of any agency of the United States for issuance of a temporary restraining order. Fed. R. Civ. P. 65(c).

### II. DEFINITIONS

For the purpose of this Order, the following definitions shall apply:

- A. "Asset" means any legal or equitable interest in, right to, or claim to, any property, wherever located and by whomever held.
  - B. "Assisting Others" includes the following:
  - (1) performing customer service functions, including receiving or responding to consumer complaints performing customer service functions, including receiving or responding to consumer complaints;
  - (2) formulating or providing, or arranging for the formulation or provision of, any advertising or marketing material, including any telephone sales script, direct mail solicitation, or the design, text, or use of images of any Internet website, email, or other electronic communication;

- (3) formulating or providing, or arranging for the formulation or provision of, any marketing support material or service, including web or Internet Protocol addresses or domain name registration for any Internet websites, affiliate marketing services, or media placement services;
- (4) providing names of, or assisting in the generation of, potential customers;
- (5) performing marketing, billing, payment processing, or payment services of any kind; or
- (6) acting or serving as an owner, officer, director, manager, or principal of any entity.
- C. "Corporate Defendant" means BCO Consulting Services Inc., also d/b/a Student Loan Services LLC, and SLA Consulting Services Inc., f/k/a Student Loan Advocates LLC and their respective subsidiaries, affiliates, successors, and assigns.
- D. "Defendant(s)" means Corporate Defendants, Gianni Olilang, Brandon Clores, Kishan Bhakta, and Allan Radam, individually, collectively, or in any combination.
- E. "Debt Relief Service" means any program or service represented, directly or by implication, to renegotiate, settle, or in any way alter the terms of payment or other terms of the debt between a person and one or more unsecured creditors or debt collectors, including, but not limited to, a reduction in the balance, interest rate, or fees owed by a person to an unsecured creditor or debt collector.
- F. "Document" is synonymous in meaning and equal in scope to the usage of "document" and "electronically stored information" in Rule 34(a) and includes writings, drawings, graphs, charts, photographs, sound and video recordings, images, Internet sites, web pages, websites, electronic correspondence, including email and instant messages, contracts, accounting

data, advertisements, FTP Logs, Server Access Logs, books, written or printed 1 2 records, handwritten notes, telephone logs, telephone scripts, receipt books, ledgers, personal and business canceled checks and check registers, bank 3 statements, appointment books, computer records, customer or sales databases 4 and any other electronically stored information, including Documents located on 5 remote servers or cloud computing systems, and other data or data compilations 6 from which information can be obtained directly or, if necessary, after 7 translation into a reasonably usable form. A draft or non-identical copy is a 8 separate document within the meaning of the term. 9

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- G. "Electronic Data Host" means any person or entity in the business of storing, hosting, or otherwise maintaining electronically stored information. This includes, but is not limited to, any entity hosting a website or server, and any entity providing "cloud based" electronic storage.
- H. "Established Business Relationship" means a relationship between the Seller and a person based upon:
  - (1) the person's purchase, rental, or lease of the Seller's goods
     or services or a financial transaction between the person and Seller, within
     18 months immediately preceding the date of the Telemarketing call; or
  - (2) the person's inquiry or application regarding a product or service offered by the Seller, within 3 months immediately preceding the date of a Telemarketing call.
- I. "Individual Defendant(s)" means Gianni Olilang, Brandon Clores, Kishan Bhakta, and Allan Radam, individually, in any combination, or jointly.
- J. "National Do Not Call Registry" means the "do-not-call" registry of telephone numbers maintained by the Commission pursuant to 16 C.F.R. § 310.4(b)(1)(iii)(B).

- K. "Outbound Telephone Call" means a telephone call initiated by a Telemarketer to induce the purchase of goods or services or to solicit a charitable contribution.
- L. "Receiver" means the temporary receiver appointed in Paragraph 11 of this Order.
- M. "Receivership Entities" means Corporate Defendant as well as any other entity that has conducted any business related to Defendants' marketing of Debt Relief Services, including receipt of Assets derived from any activity that is the subject of the Complaint in this matter, and that the Receiver determines is controlled or owned by any Defendant.
- N. "Seller" means any person who, in connection with a Telemarketing transaction, provides, offers to provide, or arranges for others to provide goods or services to the customer in exchange for consideration.
- O. "Telemarketer" means any person who, in connection with telemarketing, initiates or receives telephone calls to or from a customer or donor. 16 C.F.R. § 310.2(cc).
- P. "Telemarketing" means a plan, program, or campaign (whether or not covered by the TSR, 16 C.F.R. Part 310) that is conducted to induce the purchase of goods or services or a charitable contribution by use of one or more telephones.

### III. ORDER

Good cause appearing therefor, it is hereby **ORDERED** as follows:

1. Prohibition on Deceptive Representations. Defendants, Defendants' officers, agents, employees, and attorneys, and all other persons in active concert or participation with them, who receive actual notice of this Order by personal service or otherwise, whether acting directly or indirectly, in connection with the advertising, marketing, promoting, or offering for sale of any goods or services, are temporarily **RESTRAINED** and **ENJOINED** from:

- a. misrepresenting or Assisting Others in misrepresenting, expressly or by implication, any material fact, including, but not limited to:
  - i. that consumers who pay for Defendant's program will be enrolled in a loan repayment program and have their loan balances forgiven in whole or in part;
  - ii. that most or all of consumers' monthly payments to Defendants will be applied to their loan balances;
  - iii. that Defendants are contracted by, or otherwise affiliated with, the Department of Education;
  - iv. that Defendants will assume responsibility for the servicing of consumers' student loans; and
  - v. any other fact material to consumers concerning any good or service, such as: the total costs; any material restrictions, limitations, or conditions; or any material aspect of its performance, efficacy, nature, or central characteristics; and
- b. making or Assisting Others in making, any representation, expressly or by implication, about the benefits, performance, or efficacy of any product or service, unless the representation is non-misleading and, at the time such representation is made, Defendants possess and rely upon competent and reliable evidence that is sufficient in quality and quantity based upon standards generally accepted in the relevant fields, when considered in light of the entire body of relevant and reliable evidence, to substantiate that the representation is true.
- 2. <u>Prohibition on Collection of Advanced Fees</u>. Defendants, and their officers, agents, employees, and those persons or entities in active concert or participation with any of them who receive actual notice of this Order, whether acting directly or indirectly, are hereby temporarily **RESTRAINED** and

**ENJOINED** from providing, offering to provide, or arranging for others to provide any Debt Relief Service and requesting or receiving payment of any fees or consideration for any Debt Relief Service, until and unless:

- a. the seller or telemarketer has renegotiated, settled, reduced, or otherwise altered the terms of at least one debt pursuant to a settlement agreement, debt management plan, or other such valid contractual agreement executed by the customer;
- b. the customer has made at least one payment pursuant to that settlement agreement, debt management plan, or other valid contractual agreement between the customer and the creditor or debt collector; and
- c. to the extent that debts enrolled in a service are renegotiated, settled, reduced, or otherwise altered individually, the fee or consideration either:
  - i. bears the same proportional relationship to the total fee for renegotiating, settling, reducing, or altering the terms of the entire debt balance as the individual debt amount bears to the entire debt amount. The individual debt amount and the entire debt amount are those owed at the time the debt was enrolled in the service; or
  - ii. is a percentage of the amount saved as a result of the renegotiation, settlement, reduction, or alteration. The percentage charged cannot change from one individual debt to another. The amount saved is the difference between the amount owed at the time the debt was enrolled in the service and the amount actually paid to satisfy the debt.
- 3. <u>Prohibition on Release of Customer Information</u>. Defendants, Defendants' officers, agents, employees, and attorneys, and all other persons in active concert or participation with any of them, who receive actual notice of

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this Order, whether acting directly or indirectly, are hereby temporarily **RESTRAINED** and **ENJOINED** from:

- a. selling, renting, leasing, transferring, or otherwise disclosing, the name, address, birth date, telephone number, email address, credit card number, bank account number, Social Security number, or other financial or identifying information of any person that any Defendant obtained in connection with any activity that pertains to the subject matter of this Order; and
- b. benefitting from or using the name, address, birth date, telephone number, email address, credit card number, bank account number, Social Security number, or other financial or identifying information of any person that any Defendant obtained in connection with any activity that pertains to the subject matter of this Order.

Provided, however, that Defendants may disclose such identifying information to a law enforcement agency, to their attorneys as required for their defense, as required by any law, regulation, or court order, or in any filings, pleadings, or discovery in this action in the manner required by the Federal Rules of Civil Procedure and by any protective order in the case.

- 4. <u>Asset Freeze</u>. Defendants and their officers, agents, 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, are hereby temporarily **RESTRAINED** and **ENJOINED** from:
  - a. Transferring, liquidating, converting, encumbering, pledging, loaning, selling, concealing, dissipating, disbursing, assigning, relinquishing, spending, withdrawing, granting a lien or security interest or other interest in, or otherwise disposing of any Assets that are:
    - i. owned or controlled, directly or indirectly, by any
       Defendant;

- ii. held, in part or in whole, for the benefit of any Defendant;
- iii. in the actual or constructive possession of any Defendant; or
- iv. owned or controlled by, in the actual or constructive possession of, or otherwise held for the benefit of, any corporation, partnership, asset protection trust, or other entity that is directly or indirectly owned, managed, or controlled by any Defendant;
- b. Opening or causing to be opened any safe deposit boxes, commercial mailboxes, or storage facilities titled in the name of any Defendant or subject to access by any Defendant, except as necessary to comply with written requests from the Receiver acting pursuant to its authority under this Order;
- c. Incurring charges or cash advances on any credit, debit, or ATM card issued in the name, individually or jointly, of any Corporate Defendant or any corporation, partnership, or other entity directly or indirectly owned, managed, or controlled by any Defendant or of which any Defendant is an officer, director, member, or manager. This includes any corporate bankcard or corporate credit card account for which any Defendant is, or was on the date that this Order was signed, an authorized signor; or
- d. Cashing any checks or depositing any money orders or cash received from consumers, clients, or customers of any Defendant.

  The Assets affected by this Paragraph shall include: (1) all Assets of Defendants as of the time this Order is entered; and (2) Assets obtained by Defendants after this Order is entered if those Assets are derived from any activity that is the subject of the Complaint in this matter or that is prohibited by this Order. This

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- Paragraph does not prohibit any transfers to the Receiver or repatriation of foreign Assets specifically required by this order.
- Duties of Asset Holders and Other Third Parties. Any financial or 5. brokerage institution, Electronic Data Host, credit card processor, payment processor, merchant bank, acquiring bank, independent sales organization, third party processor, payment gateway, insurance company, business entity, or person who receives actual notice of this Order (by service or otherwise) that: (1) has held, controlled, or maintained custody, through an account or otherwise, of any Document on behalf of any Defendant or any Asset that has been owned or controlled, directly or indirectly, by any Defendant; held, in part or in whole, for the benefit of any Defendant; in the actual or constructive possession of any Defendant; or owned or controlled by, in the actual or constructive possession of, or otherwise held for the benefit of, any corporation, partnership, asset protection trust, or other entity that is directly or indirectly owned, managed or controlled by any Defendant; (2) has held, controlled, or maintained custody, through an account or otherwise, of any Document or Asset associated with credits, debits, or charges made on behalf of any Defendant, including reserve funds held by payment processors, credit card processors, merchant banks, acquiring banks, independent sales organizations, third party processors, payment gateways, insurance companies, or other entities; or (3) has extended credit to any Defendant, including through a credit card account, shall:
  - a. Hold, preserve, and retain within its control and prohibit the withdrawal, removal, alteration, assignment, transfer, pledge, encumbrance, disbursement, dissipation, relinquishment, conversion, sale, or other disposal of any such Document or Asset, as well as all Documents or other property related to such Assets, except by further order of this Court; provided, however, that this provision does not prohibit an Individual Defendant from incurring charges on a personal

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credit card established prior to entry of this Order, up to the pre-existing credit limit;

- b. Deny any person, except the Receiver, access to any safe deposit box, commercial mailbox, or storage facility that is titled in the name of any Defendant, either individually or jointly, or otherwise subject to access by any Defendant;
- Provide the FTC's counsel and the Receiver, within three (3) days of receiving a copy of this Order, a sworn statement setting forth, for each Asset or account covered by this Paragraph:
  - i. The identification number of each such account or Asset;
  - ii. The balance of each such account, or a description of the nature and value of each such Asset as of the close of business on the day on which this Order is served, and, if the account or other Asset has been closed or removed, the date closed or removed, the total funds removed in order to close the account, and the name of the person or entity to whom such account or other Asset was remitted; and
  - The identification of any safe deposit box, commercial iii. mailbox, or storage facility that is either titled in the name, individually or jointly, of any Defendant, or is otherwise subject to access by any Defendant; and
- Upon the request of the FTC's counsel or the Receiver, d. promptly provide the FTC's counsel and the Receiver with copies of all records or other Documents pertaining to any account covered by this Paragraph or Asset, including originals or copies of account applications, account statements, signature cards, checks, drafts, deposit tickets, transfers to and from the accounts, including wire transfers and wire

transfer instructions, all other debit and credit instruments or slips, currency transaction reports, 1099 forms, and all logs and records pertaining to safe deposit boxes, commercial mailboxes, and storage facilities.

Provided, however, that this Paragraph does not prohibit any transfers to the Receiver or repatriation of foreign Assets specifically required by this order.

- 6. <u>Financial Disclosures</u>. Each Defendant, within five (5) days of service of this Order upon them, shall prepare and deliver to the FTC's counsel and the Receiver:
  - a. completed financial statements on the forms attached to this Order as Attachment A (Financial Statement of Individual Defendant) for each Individual Defendant, and Attachment B (Financial Statement of Corporate Defendant) for Corporate Defendant; and
  - b. completed Attachment C (IRS Form 4506, Request for Copy of a Tax Return) for each Individual and Corporate Defendant.
- 7. Foreign Asset Repatriation. Within five (5) days following the service of this Order, each Defendant shall:
  - a. Provide the FTC's counsel and the Receiver with a full accounting, verified under oath and accurate as of the date of this Order, of all Assets, Documents, and accounts outside of the United States that are:
    - i. titled in the name, individually or jointly, of anyDefendant;
    - ii. held by any person or entity for the benefit of any

      Defendant or for the benefit of, any corporation, partnership, asset
      protection trust, or other entity that is directly or indirectly owned,
      managed, or controlled by any Defendant; or

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which may result in the encumbrance or dissipation of foreign Assets, or in the hindrance of the repatriation required by this Order, including, but not limited to:

- a. Sending any communication or engaging in any other act, directly or indirectly, that results in a determination by a foreign trustee or other entity that a "duress" event has occurred under the terms of a foreign trust agreement until such time that all Defendants' Assets have been fully repatriated pursuant to this Order; or
- b. Notifying any trustee, protector or other agent of any foreign trust or other related entities of either the existence of this Order, or of the fact that repatriation is required pursuant to a court order, until such time that all Defendants' Assets have been fully repatriated pursuant to this Order.
- 9. <u>Consumer Credit Reports</u>. the FTC may obtain credit reports concerning any Defendants pursuant to Section 604(a)(1) of the Fair Credit Reporting Act, 15 U.S.C. § 1681b(a)(1), and, upon written request, any credit reporting agency from which such reports are requested shall provide them to the FTC.
- 10. <u>Preservation of Records</u>. Defendants, Defendants' officers, agents, 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, are hereby temporarily **RESTRAINED** and **ENJOINED** from:
  - a. Destroying, erasing, falsifying, writing over, mutilating, concealing, altering, transferring, or otherwise disposing of, in any manner, directly or indirectly, Documents that relate to:
    - i. the business, business practices, Assets, or business or personal finances of any Defendant;

- ii. the business practices or finances of entities directly or indirectly under the control of any Defendant; or
- iii. the business practices or finances of entities directly or indirectly under common control with any other Defendant; and
- b. Failing to create and maintain Documents that, in reasonable detail, accurately, fairly, and completely reflect Defendants' incomes, disbursements, transactions, and use of Defendants' Assets.
- officers, agents, 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, are hereby temporarily **RESTRAINED** and **ENJOINED** from creating, operating, or exercising any control over any business entity, whether newly formed or previously inactive, including any partnership, limited partnership, joint venture, sole proprietorship, or corporation, without first providing the FTC's counsel and the Receiver with a written statement disclosing:
  - a. the name of the business entity;
  - b. the address and telephone number of the business entity; (3) the names of the business entity's officers, directors, principals, managers, and employees; and (4) a detailed description of the business entity's intended activities.
- 12. <u>Temporary Receiver</u>. Thomas W. McNamara is appointed as temporary receiver of the Receivership Entities with full powers of an equity receiver. The Receiver shall be solely the agent of this Court in acting as Receiver under this Order.
- 13. <u>Duties and Authority of Receiver</u>. The Receiver is directed and authorized to accomplish the following:

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- a. Assume full control of Receivership Entities by removing, as the Receiver deems necessary or advisable, any director, officer, independent contractor, employee, attorney, or agent of any Receivership Entity from control of, management of, or participation in, the affairs of the Receivership Entity;
- b. Take exclusive custody, control, and possession of all Assets and Documents of, or in the possession, custody, or under the control of, any Receivership Entity, wherever situated;
- c. Take exclusive custody, control, and possession of all Documents or Assets associated with credits, debits, or charges made on behalf of any Receivership Entity, wherever situated, including reserve funds held by payment processors, credit card processors, merchant banks, acquiring banks, independent sales organizations, third party processors, payment gateways, insurance companies, or other entities;
- d. Conserve, hold, manage, and prevent the loss of all Assets of the Receivership Entities, and perform all acts necessary or advisable to preserve the value of those Assets. The Receiver shall assume control over the income and profits therefrom and all sums of money now or hereafter due or owing to the Receivership Entities. The Receiver shall have full power to sue for, collect, and receive, all Assets of the Receivership Entities and of other persons or entities whose interests are now under the direction, possession, custody, or control of, the Receivership Entities. Provided, however, that the Receiver shall not attempt to collect any amount from a consumer if the Receiver believes the consumer's debt to the Receivership Entities has resulted from the deceptive acts or practices or other violations of law alleged in the Complaint in this matter, without prior Court approval;

- e. Obtain, conserve, hold, manage, and prevent the loss of all Documents of the Receivership Entities, and perform all acts necessary or advisable to preserve such Documents. The Receiver shall: divert mail; preserve all Documents of the Receivership Entities that are accessible via electronic means (such as online access to financial accounts and access to electronic documents held onsite or by Electronic Data Hosts, by changing usernames, passwords or other log-in credentials; take possession of all electronic Documents of the Receivership Entities stored onsite or remotely; take whatever steps necessary to preserve all such Documents; and obtain the assistance of the FTC's Digital Forensic Unit for the purpose of obtaining electronic documents stored onsite or remotely.
- f. Choose, engage, and employ attorneys, accountants, appraisers, and other independent contractors and technical specialists, as the Receiver deems advisable or necessary in the performance of duties and responsibilities under the authority granted by this Order;
- g. Make payments and disbursements from the receivership estate that are necessary or advisable for carrying out the directions of, or exercising the authority granted by, this Order, and to incur, or authorize the making of, such agreements as may be necessary and advisable in discharging his or her duties as Receiver. The Receiver shall apply to the Court for prior approval of any payment of any debt or obligation incurred by the Receivership Entities prior to the date of entry of this Order, except payments that the Receiver deems necessary or advisable to secure Assets of the Receivership Entities, such as rental payments;
- h. Take all steps necessary to secure and take exclusive custody of each location from which the Receivership Entities operate their

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 businesses. Such steps may include, but are not limited to, any of the following, as the Receiver deems necessary or advisable:

- i. securing the location by changing the locks and alarm codes and disconnecting any internet access or other means of access to the computers, servers, internal networks, or other records maintained at that location; and
- the premises, to provide the Receiver with proof of identification, and/or to demonstrate to the satisfaction of the Receiver that such persons are not removing from the premises Documents or Assets of the Receivership Entities. Law enforcement personnel, including, but not limited to, police or sheriffs, may assist the Receiver in implementing these provisions in order to keep the peace and maintain security. If requested by the Receiver, the United States Marshal will provide appropriate and necessary assistance to the Receiver to implement this Order and is authorized to use any necessary and reasonable force to do so;
- i. Take all steps necessary to prevent the modification, destruction, or erasure of any web page or website registered to and operated, in whole or in part, by any Defendants, and to provide access to all such web page or websites to the FTC's representatives, agents, and assistants, as well as Defendants and their representatives;
- j. Enter into and cancel contracts and purchase insurance as advisable or necessary;
- k. Prevent the inequitable distribution of Assets and determine, adjust, and protect the interests of consumers who have transacted business with the Receivership Entities;

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- l. Make an accounting, as soon as practicable, of the Assets and financial condition of the receivership and file the accounting with the Court and deliver copies thereof to all parties;
- m. Institute, compromise, adjust, appear in, intervene in, defend, dispose of, or otherwise become party to any legal action in state, federal or foreign courts or arbitration proceedings as the Receiver deems necessary and advisable to preserve or recover the Assets of the Receivership Entities, or to carry out the Receiver's mandate under this Order, including but not limited to, actions challenging fraudulent or voidable transfers;
- n. Issue subpoenas to obtain Documents and records pertaining to the Receivership, and conduct discovery in this action on behalf of the receivership estate, in addition to obtaining other discovery as set forth in this Order;
- o. Open one or more bank accounts at designated depositories for funds of the Receivership Entities. The Receiver shall deposit all funds of the Receivership Entities in such designated accounts and shall make all payments and disbursements from the receivership estate from such accounts. The Receiver shall serve copies of monthly account statements on all parties;
- p. Maintain accurate records of all receipts and expenditures incurred as Receiver;
- q. Allow the FTC s' representatives, agents, and assistants, as well as Defendants' representatives and Defendants themselves, reasonable access to the premises of the Receivership Entities, or any other premises where the Receivership Entities conduct business. The purpose of this access shall be to inspect and copy any and all books, records, Documents, accounts, and other property owned by, or in the

 possession of, the Receivership Entities or their agents. The Receiver shall have the discretion to determine the time, manner, and reasonable conditions of such access;

- r. Allow the FTC s' representatives, agents, and assistants, as well as Defendants and their representatives reasonable access to all Documents in the possession, custody, or control of the Receivership Entities;
- s. Cooperate with reasonable requests for information or assistance from any state or federal civil or criminal law enforcement agency;
- t. Suspend business operations of the Receivership Entities if in the judgment of the Receiver such operations cannot be continued legally and profitably;
- u. If the Receiver identifies a nonparty entity as a Receivership Entity, promptly notify the entity as well as the parties, and inform the entity that it can challenge the Receiver's determination by filing a motion with the Court. Provided, however, that the Receiver may delay providing such notice until the Receiver has established control of the nonparty entity and its assets and records, if the Receiver determines that notice to the entity or the parties before the Receiver establishes control over the entity may result in the destruction of records, dissipation of assets, or any other obstruction of the Receiver's control of the entity; and
- v. If in the Receiver's judgment the business operations cannot be continued legally and profitably, take all steps necessary to ensure that any of the Receivership Entities' web pages or websites relating to the activities alleged in the Complaint cannot be accessed by the public, or are modified for consumer education and/or informational purposes, and take all steps necessary to ensure that any telephone numbers associated with

 the Receivership Entities cannot be accessed by the public, or are answered solely to provide consumer education or information regarding the status of operations.

- 14. Transfer of Receivership Property to Receiver. Defendants and any other person, with possession, custody, or control of property of, or records relating to, the Receivership Entities shall, upon notice of this Order by personal service or otherwise, fully cooperate with and assist the Receiver in taking and maintaining possession, custody, or control of the Assets and Documents of the Receivership Entities and immediately transfer or deliver to the Receiver possession, custody, and control of, the following:
  - a. All Assets held by or for the benefit of the Receivership Entities;
  - b. All Documents or Assets associated with credits, debits, or charges made on behalf of any Receivership Entity, wherever situated, including reserve funds held by payment processors, credit card processors, merchant banks, acquiring banks, independent sales organizations, third party processors, payment gateways, insurance companies, or other entities;
    - c. All Documents of or pertaining to the Receivership Entities;
  - d. All computers, electronic devices, mobile devices, and machines used to conduct the business of the Receivership Entities;
  - e. All Assets and Documents belonging to other persons or entities whose interests are under the direction, possession, custody, or control of the Receivership Entities; and
  - f. All keys, codes, user names and passwords necessary to gain or to secure access to any Assets or Documents of or pertaining to the Receivership Entities, including access to their business premises, means

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of communication, accounts, computer systems (onsite and remote), Electronic Data Hosts, or other property.

In the event that any person or entity fails to deliver or transfer any Asset or Document, or otherwise fails to comply with any provision of this Paragraph, the Receiver may file an Affidavit of Non-Compliance regarding the failure and a motion seeking compliance or a contempt citation.

- 15. <u>Provision of Information to Receiver</u>. Defendants shall immediately provide to the Receiver:
  - a. A list of all Assets and accounts of the Receivership Entities that are held in any name other than the name of a Receivership Entity, or by any person or entity other than a Receivership Entity;
  - b. A list of all agents, employees, officers, attorneys, servants and those persons in active concert and participation with the Receivership Entities, or who have been associated or done business with the Receivership Entities; and
  - c. A description of any documents covered by attorney-client privilege or attorney work product, including files where such documents are likely to be located, authors or recipients of such documents, and search terms likely to identify such electronic documents.
- 16. Cooperation with the Receiver. Defendants; Receivership Entities; Defendants' or Receivership Entities' officers, agents, employees, and attorneys, all other persons in active concert or participation with any of them, and any other person with possession, custody, or control of property of or records relating to the Receivership entities who receive actual notice of this Order shall fully cooperate with and assist the Receiver. This cooperation and assistance shall include, but is not limited to, providing information to the Receiver that the Receiver deems necessary to exercise the authority and discharge the responsibilities of the Receiver under this Order; providing any

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- keys, codes, user names and passwords required to access any computers, electronic devices, mobile devices, and machines (onsite or remotely) and any cloud account (including specific method to access account) or electronic file in any medium; advising all persons who owe money to any Receivership Entity that all debts should be paid directly to the Receiver; and transferring funds at the Receiver's direction and producing records related to the Assets and sales of the Receivership Entities.
- 17. Non-Interference with the Receiver. Defendants; Receivership Entities; Defendants' or Receivership Entities' officers, agents, employees, attorneys; and all other persons in active concert or participation with any of them, who receive actual notice of this Order, and any other person served with a copy of this Order, are hereby temporarily **RESTRAINED** and **ENJOINED** from directly or indirectly:
  - a. Interfering with the Receiver's efforts to manage, or take custody, control, or possession of, the Assets or Documents subject to the receivership;
    - b. Transacting any of the business of the Receivership Entities;
  - c. Transferring, receiving, altering, selling, encumbering, pledging, assigning, liquidating, or otherwise disposing of any Assets owned, controlled, or in the possession or custody of, or in which an interest is held or claimed by, the Receivership Entities; or
  - d. Refusing to cooperate with the Receiver or the Receiver's duly authorized agents in the exercise of their duties or authority under any order of this Court.
- 18. <u>Stay of Actions</u>. Except by leave of this Court, during the pendency of the receivership ordered herein, Defendants, Defendants' officers, agents, employees, attorneys, and all other persons in active concert or participation with any of them, who receive actual notice of this Order, and their

corporations, subsidiaries, divisions, or affiliates, and all investors, creditors, stockholders, lessors, customers and other persons seeking to establish or enforce any claim, right, or interest against or on behalf of Defendants, and all others acting for or on behalf of such persons, are hereby enjoined from taking action that would interfere with the exclusive jurisdiction of this Court over the Assets or Documents of the Receivership Entities, including, but not limited to:

- a. Filing or assisting in the filing of a petition for relief under the Bankruptcy Code, 11 U.S.C. §§ 101 *et seq.*, or of any similar insolvency proceeding on behalf of the Receivership Entities;
- b. Commencing, prosecuting, or continuing a judicial, administrative, or other action or proceeding against the Receivership Entities, including the issuance or employment of process against the Receivership Entities, except that such actions may be commenced if necessary to toll any applicable statute of limitations; and
- c. Filing or enforcing any lien on any asset of the Receivership Entities, taking or attempting to take possession, custody, or control of any Asset of the Receivership Entities; or attempting to foreclose, forfeit, alter, or terminate any interest in any Asset of the Receivership Entities, whether such acts are part of a judicial proceeding, are acts of self-help, or otherwise.

Provided, however, that this Order does not stay: (1) the commencement or continuation of a criminal action or proceeding; (2) the commencement or continuation of an action or proceeding by a governmental unit to enforce such governmental unit's police or regulatory power; or (3) the enforcement of a judgment, other than a money judgment, obtained in an action or proceeding by a governmental unit to enforce such governmental unit's police or regulatory power.

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- 19. Compensation of Receiver. The Receiver and all personnel hired by the Receiver as herein authorized, including counsel to the Receiver and accountants, are entitled to reasonable compensation for the performance of duties pursuant to this Order and for the cost of actual out-of-pocket expenses incurred by them, from the Assets now held by, in the possession or control of, or which may be received by, the Receivership Entities. The Receiver shall file with the Court and serve on the parties periodic requests for the payment of such reasonable compensation, with the first such request filed no more than sixty (60) days after the date of entry of this Order. The Receiver shall not increase the hourly rates used as the bases for such fee applications without prior approval of the Court.
- 20. Receiver's Bond. The Receiver shall file with the Clerk of this Court a bond in the sum of \$15,000 with sureties to be approved by the Court, conditioned that the Receiver will well and truly perform the duties of the office and abide by and perform all acts the Court directs.
- 21. Receiver's Reports. The Receiver shall report to this Court on or before any date set for a hearing on whether a Preliminary Injunction should issue, regarding:
  - a. the steps taken by the Receiver to implement the terms of this Order;
  - b. the value of all liquidated and unliquidated assets of the Receivership Entities;
    - c. the sum of all liabilities of the Receivership Entities;
    - d. the steps the Receiver intends to take in the future to:
    - i. prevent any diminution in the value of assets of the Receivership Entities;
      - ii. pursue receivership assets from third parties; and

- iii. adjust the liabilities of the Receivership Entities, if appropriate;
- e. whether the business of the Receivership Entities can be operated lawfully and profitably; and
- f. any other matters that the Receiver believes should be brought to the Court's attention.

Provided, however, that if any of the required information would hinder the Receiver's ability to pursue receivership assets, the portions of the Receiver's report containing such information may be filed under seal and not served on the parties.

## 22. <u>Immediate Access to Business Premises and Records.</u>

- a. In order to allow the FTC and the Receiver to preserve Assets and evidence relevant to this action and to expedite discovery, the FTC and the Receiver, and their representatives, agents, contractors, and assistants, shall have immediate access to the business premises and storage facilities, owned, controlled, or used by the Receivership Entities. Such locations include, but are not limited to, 151 N. Kraemer Boulevard, Suite 100, Placentia, California 92870, or 1665 E. 4th Street, Suite 208, Santa Ana, California 92075, and any offsite location or commercial mailbox used by the Receivership Entities. The Receiver may exclude Defendants, Receivership Entities, and their employees from the business premises during the immediate access;
- b. The FTC and the Receiver, and their representatives, agents, contractors, and assistants, are authorized to remove Documents from the Receivership Entities' premises in order that they may be inspected, inventoried, and copied. The FTC shall return any removed materials to the Receiver within five (5) business days of completing

 inventorying and copying, or such time as is agreed upon by the FTC and the Receiver;

- c. The FTC's access to the Receivership Entities' documents pursuant to this Paragraph shall not provide grounds for any Defendant to object to any subsequent request for documents served by the FTC;
- d. The FTC and the Receiver, and their representatives, agents, contractors, and assistants, are authorized to obtain the assistance of federal, state, and local law enforcement officers as they deem necessary to effect service and to implement peacefully the provisions of this Order;
- e. If any Documents, computers, or electronic storage devices containing information related to the business practices or finances of the Receivership Entities are at a location other than those listed herein, including personal residence(s) of any Defendant, then, immediately upon receiving notice of this order, Defendants and Receivership Entities shall produce to the Receiver all such Documents, computers, and electronic storage devices, along with any codes or passwords needed for access. In order to prevent the destruction of computer data, upon service of this Order, any such computers or electronic storage devices shall be powered down in the normal course of the operating system used on such devices and shall not be powered up or used until produced for copying and inspection;
- f. If any communications or records of any Receivership Entity are stored with an Electronic Data Host, such Entity shall, immediately upon receiving notice of this order, provide the Receiver with the username, passwords, and any other login credential needed to access the communications and records, and shall not attempt to access, or cause a third-party to attempt to access, the communications or records; and

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- g. Defendants shall contact the FTC's counsel within three (3) days of the service of this Order to make arrangements for production of all Documents not kept, stored, or maintained at 151 N. Kraemer Boulevard, Suite 100, Placentia, California 92870, or 1665 E. 4th Street, Suite 208, Santa Ana, California 92075, related to the business activities alleged in the complaint for inspection, inventory, and/or copying.
- 23. Distribution of Order by Defendants. Defendants shall immediately provide a copy of this Order to each affiliate, telemarketer, marketer, sales entity, successor, assign, member, officer, director, employee, agent, independent contractor, client, attorney, spouse, subsidiary, division, and representative of any Defendant, and shall, within ten (10) days from the date of entry of this Order, and provide the FTC and the Receiver with a sworn statement that this provision of the Order has been satisfied, which statement shall include the names, physical addresses, phone number, and email addresses of each such person or entity who received a copy of the Order. Furthermore, Defendants shall not take any action that would encourage officers, agents, members, directors, employees, salespersons, independent contractors, attorneys, subsidiaries, affiliates, successors, assigns or other persons or entities in active concert or participation with them to disregard this Order or believe that they are not bound by its provisions.

# 24. <u>Expedited Discovery</u>.

- a. Notwithstanding the provisions of Rules 26(d) and (f) and Rule 30(a)(2)(A)(iii), and pursuant to Rules 30(a), 33, 34, and 45, the FTC and the Receiver are granted leave, at any time after service of this Order, to conduct limited expedited discovery for the purpose of discovering:
  - i. the nature, location, status, and extent of Defendants'Assets;

- ii. the nature, location, and extent of Defendants' business transactions and operations;
- iii. Documents reflecting Defendants' business transactions and operations; or
  - iv. compliance with this Order.
- b. The limited expedited discovery set forth in this Paragraph shall proceed as follows:
  - i. the FTC and the Receiver may take the deposition of parties and non-parties. Forty-eight (48) hours' notice shall be sufficient notice for such depositions. The limitations and conditions set forth in Rules 30(a)(2)(A) and 31(a)(2)(A) regarding subsequent depositions of an individual shall not apply to depositions taken pursuant to this Paragraph. Any such deposition taken pursuant to this Paragraph shall not be counted towards the deposition limit set forth in Rules 30(a)(2)(A) and 31(a)(2)(A) and depositions may be taken by telephone or other remote electronic means;
  - ii. the FTC and the Receiver may serve upon parties requests for production of Documents or inspection that require production or inspection within five (5) days of service, provided, however, that three (3) days of notice shall be deemed sufficient for the production of any such Documents that are maintained or stored only in an electronic format.
  - iii. the FTC and the Receiver may serve upon parties interrogatories that require response within five (5) days after the FTC serves such interrogatories;

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- iv. The FTC and the Receiver may serve subpoenas upon non-parties that direct production or inspection within five (5) days of service.
- v. Service of discovery upon a party to this action, taken pursuant to this Paragraph, shall be sufficient if made by facsimile, email, or by overnight delivery.
- vi. Any expedited discovery taken pursuant to this Paragraph is in addition to, and is not subject to, the limits on discovery set forth in the Federal Rules of Civil Procedure and the Local Rules of this Court. The expedited discovery permitted by this Paragraph does not require a meeting or conference of the parties, pursuant to Rules 26(d) and (f).
- vii. The Parties are exempted from making initial disclosures under Rule 26(a)(1) until further order of this Court.
- 25. Service of This Order. Copies of this Order as well as the Motion for Temporary Restraining Order and all other pleadings, Documents, and exhibits filed contemporaneously with that Motion (other than the complaint and summons), may be served by any means, including facsimile transmission, email or other electronic messaging, personal or overnight delivery, U.S. Mail or FedEx, by agents and employees of the FTC, by any law enforcement agency, or by private process server, upon any Defendant or any person (including any financial institution) that may have possession, custody or control of any Asset or Document of any Defendant, or that may be subject to any provision of this Order pursuant to Rule 65(d)(2). For purposes of this Paragraph, service upon any branch, subsidiary, affiliate, or office of any entity shall effect service upon the entire entity.

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- Correspondence and Service on the FTC. For the purpose of this 26. Order, all correspondence and service of pleadings on the FTC shall be addressed to the FTC's counsel of record.
- Preliminary Injunction Hearing. Pursuant to Rule 65(b), 27. Defendants shall appear before this Court on May 16, 2023, at 2:00 p.m. to show cause, if there is any, why this Court should not enter a preliminary injunction, pending final ruling on the Complaint against Defendants, enjoining the violations of the law alleged in the Complaint, continuing the freeze of their Assets, continuing the receivership, and imposing such additional relief as may be appropriate.
  - Briefs and Affidavits Concerning Preliminary Injunction. 28.
  - Defendants shall file with the Court and serve on the FTC's a. counsel any answering pleadings, affidavits, motions, expert reports or declarations, or legal memoranda no later than May 12, 2023, at 12:00 noon. The FTC may file responsive or supplemental pleadings, materials, affidavits, or memoranda with the Court and serve the same on counsel for Defendants no later than May 15, 2023, at 12:00 noon. Provided that such affidavits, pleadings, motions, expert reports, declarations, legal memoranda, or oppositions must be served by personal or overnight delivery, facsimile, or email, and be received by the other party or parties no later than 12:00 noon on the appropriate dates set forth in this Paragraph.
  - An evidentiary hearing on the FTC's request for a b. preliminary injunction is not necessary unless Defendants demonstrate that they have, and intend to introduce, evidence that raises a genuine and material factual issue. The question of whether this Court should enter a preliminary injunction shall be resolved on the pleadings, declarations, exhibits, and memoranda filed by, and oral argument of, the parties. Live

testimony shall be heard only on further order of this Court. Any application to permit such testimony shall be filed with the Court and served on counsel for the other parties no later than May 12, 2023, at 12:00 noon. Such application shall set forth the name, address, and telephone number of each proposed witness, a detailed summary or declaration revealing the substance of each proposed witness's expected testimony, and an explanation of why the taking of live testimony would be helpful to this Court. Any papers opposing a timely application to present live testimony or to present live testimony in response to another party's timely motion to present live testimony shall be filed with this Court and served on the other parties no later than May 15, 2023, at 12:00 noon.

- 29. <u>Duration of the Order</u>. This Order shall expire after the completion of the Preliminary Injunction Hearing, unless, before such time, the Order is extended for an additional period pursuant to Rule 65(b)(2).
- 30. <u>Retention of Jurisdiction</u>. This Court shall retain jurisdiction of this matter for all purposes.
- 31. Compliance with Rule 65(b)(2). This Order is issued on May 3, 2023, at 10:15 a.m. See Fed. R. Civ. P. 65(b)(2).

IT IS SO ORDERED.

Dated:	May 3	3,	2023

JOH**N**W. HOLCOMB UNITED STATES DISTRICT JUDGE