

**Panda Benefit Services Receivership
Frequently Asked Questions (FAQs)**

1. What companies have been sued by the Federal Trade Commission (“FTC”)?

The complaint names the following companies as Defendants:

- **Prosperity Benefit Services**
- **Public Processing Services LLC**
- **Signature Processing Services**
 - **Defendants also used these names:**
 - **Federal Document Production** (April 2022-July 2022), **American Doc Prep** (August 2021-April 2022), **Federal Document Assistance Center** (June 2020-September 2021), **Accredited Enrollment** (June – August 2020), and **Northern Continental Financial Group**
 - **Docs Done Right**
 - **Select Student Services, LLC**
 - **Clarity Support Services, LLC**
 - **Pacific Quest Services, Inc. d/b/a DocPrepPay.com**
 - **Quick Start Services LLC**

Additionally, the Receiver has identified the following companies as Receivership Entities:

- Clarity Tax Relief, LLC
- Design It Media
- GFY Services, Inc.
- Mimo Services, Inc.
- Red Signature Solutions, LLC
- Serene Creations, Inc.

The following individuals are also named as Defendants:

- Eduardo A. Martinez
- Emiliano Salinas, Jr.
- Christopher M. Hanson
- Melissa Salinas

2. What is the FTC’s case about and what is the status?

The FTC filed a lawsuit that alleges the Defendants used deceptive practices and charged consumers unlawful advance fees in connection with its student loan debt relief business. On June 24, 2024, the Court entered a Temporary Restraining Order which prohibited any further unlawful activity and appointed Thomas W. McNamara as Temporary Receiver to take possession and control of the businesses.

After taking possession of the business premises in Santa Ana, California, the Receiver made the determination that the Receivership Entities’ businesses cannot go forward legally and profitably and, therefore, the businesses were suspended. A copy of the

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Preliminary Report filed by the Receiver can be accessed on the Receiver's website at <https://regulatoryresolutions.com/case/federal-trade-commission-v-panda-benefit-services-llc-et-al-prosperity-benefit-services-receivership>, under the documents section of the webpage.

On July 10, 2024, the Court entered an Amended Preliminary Injunction which continued the restrictions imposed by the TRO and continued the receivership. A copy of the Preliminary Injunction is also available on this webpage. The Receiver has now terminated business operations.

3. What is a receivership and how does it work?

When the FTC filed their civil action in the federal court, they asked the Court to appoint a Receiver to immediately take over operations of the multiple businesses run by the Defendants and conduct an investigation. In that role, the Receiver is an independent party. He does not work for the FTC or for the Defendants. He reports directly to the Court and is supervised by the Court.

4. How do I deal with my student loan now?

We recommend that you contact your student loan servicer regarding the status of your loan. A list of approved student loan servicers can be found on the U.S. Department of Education website at <https://studentaid.gov/manage-loans/repayment/servicers>. Additional information about repayment plans can be found at: <https://studentaid.gov/manage-loans/repayment/plans>.

5. Can I get a refund?

At this very early stage of the case, the Receiver is still conducting his investigation and marshalling the assets of the Receivership Entities. If the FTC prevails in the case, the matter of refunds will be an issue for the FTC and the Court to resolve. This determination is a long way down the road. As further information becomes available on the subject of refunds, we will post it on this website.

6. What is the next step for customers?

Again, we recommend that you contact your student loan servicer regarding the status of your loan. A list of approved student loan servicers can be found on the U.S. Department of Education website at <https://studentaid.gov/manage-loans/repayment/servicers>. Additional information about repayment plans can be found at: <https://studentaid.gov/manage-loans/repayment/plans>.

7. Will ACH auto-debits still be taken out of my account?

No. All of Defendants' bank accounts and merchant accounts have been frozen. As such, auto-debits should have stopped.

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8. How do I find out if my student loan is in default?

You should contact your student loan servicer and they can assist you going forward. A list of approved student loan servicers can be found on the U.S. Department of Education website at <https://studentaid.gov/manage-loans/repayment/servicers>. Additional information about repayment plans can be found at: <https://studentaid.gov/manage-loans/repayment/plans>.

9. Can someone from the Receiver's Office contact me directly?

The Receiver does not have the resources to respond directly to each phone call coming into the Receiver's office. The volume is just too high. But these FAQs are a good substitute for direct contact as they will be regularly updated to respond to new questions and issues as they are raised by consumers. If after reviewing the FAQs you still have questions, please send them to info@regulatoryresolutions.com using "Prosperity Benefit Services Receivership" in the subject line.

10. How do I keep up with what the Receiver is doing?

The Receiver's website is the most efficient vehicle for consumers to keep up with developments. Go to <http://regulatoryresolutions.com/> and click the link for cases and then *Federal Trade Commission v. Panda Benefit Services, LLC, et al. (Prosperity Benefit Services Receivership)*. The Receiver will also file Status Reports and accountings with the Court which will be posted on the Receiver's website.