540925

UNITED STATES DISTRICT COURT IN THE EASTERN DISTRICT OF MICHIGAN -- SOUTHERN DIVISION

EUNICE GIVAN,

Plaintiff

-VS-

Case: 5:06-cv-11691

Assigned To: O'Meara, John Corbett Referral Judge: Scheer, Donald A Assign, Date: 4/7/2006 @ 2:32 P.M. Description: CMP GIVAN V. BANK

OF AMERICA, ET AL (TAM)

JURY TRIAL DEMANDED

BANK OF AMERICA, BANKCARD and TELCOM CREDIT UNION,

Defendants.

Adam G. Taub (P48703) Attorney For Plaintiff Lyngklip & Taub Consumer Law Group, PLC 24500 Northwestern Highway, Ste. 206 Southfield, MI 48075

PHONE: (248) 746-3790 FAX: (248) 746-3790

COMPLAINT & JURY DEMAND

INTRODUCTION

The United States credit industry is rapidly moving towards replacing cash with a credit and 1. debit card system which would electronically transact our financial affairs and track our every move. Smart cards, the financial information superhighway and complete absence of privacy appear to be in our future.

- 2. The Fair Credit Reporting Act, 15 U.S.C. § 1681 et seq is designed to protect consumers from inaccurate or arbitrary information in a consumer report and to establish credit reporting practices that utilize accurate, relevant, and current information in a confidential and responsible manner.
- 3. The Fair Credit Reporting Act ("FCRA") sets forth duties and causes of action against furnishers and users of credit information. 15 U.S.C. §§ 1681n, 1681o, 1681s-2. Creditors who subscribe to the credit reporting agencies, like other furnishers and users of credit information, have a duty under the FCRA to update and correct information.
- 4. The FCRA prohibits any furnisher from supplying information relating to a consumer to a credit reporting agency if the furnisher knows or consciously avoids knowing that the information is inaccurate. 15 USC §1681s-2[1][A].
- Moreover, once a subscriber has been notified that specific information is inaccurate and the information, in fact, turns out to be inaccurate, that information must be deleted and suppressed and cannot continue to be furnished. If the furnisher determines that information it has reported is inaccurate or incomplete, the furnisher has a duty to notify, retract, and correct it's prior reportings to all agencies to whom it subscribes and to correct it's own internal records.
- 6. Furnishers who are notified by the credit reporting agencies have a duty to conduct an investigation within a reasonable time with respect to the disputed data, review the information provided, report the results back to the agencies; and if the data is inaccurate, report the results to all agencies to whom they subscribe and correct their internal records.

 15 U.S.C. § 1681i; 15 U.S.C. § 1681s-2. Any dispute must be reported forward as a

- 'disputed matter' until resolved and either deleted, amended or left intact.
- 7. The FCRA expressly provides consumers with a private cause of action; violations of 15 U.S.C. § 1681s-2 are enforceable and actionable via 15 U.S.C. § 1681n and 15 U.S.C. § 1681o, depending on whether the violation is willful or merely negligent.
- 8. Personal financial information may reveal the most private details of a consumer's lifestyle or mode of living, and any improper use constitutes an invasion of privacy. As the banking and credit industries have developed systems and computer databases for legitimate, authorized and convenient access to this private, financial information, it has become, as a consequence, more convenient for people and companies with no legitimate reason to illegally invade a person's privacy by impermissible access to consumer credit historics.
- 9. The improper access of a person's credit report is a substantial invasion of privacy and the use of this credit information can lead to one of the most pernicious phenomena of the electronic age, credit or identity theft.
- 10. One portion of this lawsuit arises out of the illegal use and access of Ms. Givan's credit report by Telcom Credit Union.
- 11. The Fair Credit Reporting Act ("FCRA"), 15 U.S.C. § 1681 et seq restricts access and use of credit reports. This statute provides an exhaustive list of the permissible purposes and prescribes criminal penalties as well as civil for the unlawful access and use of these reports.
- 12. Users of this credit information like Telcom Credit Union are subject to the FCRA when they access reports and are under the highest duty to prevent unauthorized access by their agents as well as to prevent use of the information which is obtained illegally.
- 13. The FCRA expressly provides consumers with a private cause of action against the party

illegally accessing the private information. For violations of these privacy provisions of 15 U.S.C. § 1681b, this impermissible access provision is enforceable via 15 U.S.C. § 1681n and 15 U.S.C. § 1681o, depending on whether the violation is found to be wilful or merely negligent.

PARTIES

- 14. Eunice Givan, resides in Detroit, Michigan.
- 15. Eunice Givan is a consumer as defined by the Fair Credit Reporting Act, 15 U.S.C. § 1681 et seq ("FCRA") at §1681a(c).
- 16. The Defendants to this action are as follows:
 - a. Bank of America, Bankcard ("Bank of America") is a furnisher of information as contemplated by the Fair Credit Reporting Act ("FCRA")15 USC §1681s-2(a) & (b), that regularly and in the ordinary course of business furnishes information to one or more consumer reporting agencies about consumer transactions or experiences with any consumer.
 - b. Telcom Credit Union ("Telcom Credit Union") is a user of credit of information as contemplated by the Fair Credit Reporting Act ("FCRA") 15 U.S.C. § 1681 et seq. and is a citizen of Michigan and Telcom Credit Union does business in Michigan.

JURISDICTION

17. This lawsuit, being brought pursuant to 15 U.S.C. § 1681 et seq, as well as 15 U.S.C. § 1691 et seq presents a federal question and as such, jurisdiction arises under 28 U.S.C. §§ 1331, 1337.

GENERAL FACTUAL ALLEGATIONS

- 18. On or about September 12, 2005, Plaintiff applied for credit at Tel Com Credit Union completing a credit application and submitting it to Tel Com Credit Union.
- 19. On that date, Tel Com Credit Union obtained the Plaintiff's credit report.
- 20. On or about September 12, 2005, an employee of Tel Com Credit Union called Ms. Givan and told her that there was one derogatory trade line appearing on her credit report; that trade line was furnished by Bank of America.
- 21. The trade line furnished by Bank of America was false as it was not Ms. Givan's debt.
- 22. The employee of the credit union informed Ms. Givan verbally that because of the Bank of America trade-line, Ms. Givan could not qualify for the relatively favorable credit terms for which she would otherwise be eligible.
- 23. This verbal information from the employee of Tel Com Credit Union constituted an adverse action for purposes of both the ECOA and the FCRA.
- 24. Tel Com Credit Union did not provide Ms. Givan an adverse action notice under the FCRA or the ECOA pursuant to her September 12, 2005 application for credit and the subsequent adverse action taken.
- 25. After September 12, 2005, Ms. Givan initiated a reinvestigation of the Bank of America trade-line pursuant to the FCRA.
- 26. Bank of America was notified by one or more credit bureaus that Ms. Givan was disputing its trade line because the account was not hers.
- 27. In October of 2005, Bank of America failed to reasonably reinvestigate the trade line; in spite of evidence to the contrary, Bank of America verified the false trade line with one or more

- credit bureaus and continued to report the false trade line.
- On October 18, 2005, Tel Com Credit Union accessed Ms. Givan's consumer report, this time without her authorization or consent; as such this was an impermissible access to Ms. Givan's consumer report.
- 29. The October 18, 2005 credit pull had an adverse effect on Ms. Givan's credit score.
- 30. In the event that Tel Com Credit Union denies the allegations in paragraph #28, the October 18, 2005 credit pull would necessarily have to be pursuant to an application for credit; Tel Com Credit Union did not extend credit to Ms. Givan pursuant to this application; this constituted an adverse action.
- 31. Tel Com Credit Union did not provide Ms. Givan an adverse action notice under the FCRA or the ECOA pursuant to any October 18, 2005 application for credit and the subsequent adverse action taken.
- 32. As a prerequisite to obtaining any consumer report on October 18, 2005, Telcom Credit
 Union was required to certify to Experian that Telcom Credit Union had a permissible
 purpose under the FCRA for accessing and using the consumer report.
- 33. Telcom Credit Union did not have a permissible purpose for the access and use of the report as set forth in 15 U.S.C. 1681b.
- 34. As a direct and proximate cause, Ms. Givan has suffered an unwarranted invasion of her privacy, which may expose her to additional improper uses of the credit report or her personal identification information.

COUNT 1 - Fair Credit Reporting Act (Bank of America)

35. Ms. Givan incorporates the preceding allegations by reference.

- 36. Bank of America was required under 15 U.S.C. § 1681s-2(b), to respond to the request for reinvestigation initiated by Ms. Givan to the credit bureaus by completing an inquiry into the facts underlying the trade-line and providing accurate information to the credit reporting agencies regarding that trade-line.
- 37. In the event that Bank of America was unable to verify the information which it had reported,Bank of America was required to advise the credit reporting agency of this fact.
- Following the reinvestigation, Bank of America reported the erroneous credit information with actual knowledge of errors, in violation of the FCRA, 15 U.S.C. § 1681s-2(b) and the general duties implied to all conduct of furnishers under 15 U.S.C. § 1681s-2(a)(1)(A).
- 39. Following the reinvestigation, Bank of America reported the erroneous credit information and consciously avoided knowing that the credit information was inaccurate, in violation of the FCRA, 15 U.S.C. § 1681s-2(b) and the general duties implied to all conduct of furnishers under 15 U.S.C. § 1681s-2(a)(1)(A).
- 40. Following the reinvestigation and dispatch of notice to Bank of America, Bank of America failed to notify the consumer reporting agencies to whom it reported credit information that the debt was disputed, in violation of the FCRA, 15 U.S.C. § 1681s-2(b) the general duties implied to all conduct of furnishers under 15 U.S.C. § 1681s-2(a)(3).
- Bank of America negligently failed to put in place procedures to complete an adequate reinvestigation of disputed credit information in violation of 15 U.S.C. §§ 1681s-2(b) and 168io; alternatively Bank of America willfully refused to properly to put in place adequate procedures to reinvestigate the inaccuracies in Ms. Givan's credit report in violation of 15 U.S.C. §§ 1681s-2(b) and 1681n.

- 42. Bank of America negligently failed to conduct a proper reinvestigation of Ms. Givan's credit reporting dispute in violation of 15 U.S.C. §§ 1681s-2(b) and 168io; alternatively Bank of America willfully refused to properly reinvestigate the inaccuracies in Ms. Givan's credit report in violation of 15 U.S.C. §§ 1681s-2(b) and 1681n.
- 43. Ms. Givan has suffered damages as a result of this violation of the FCRA.

COUNT II (Bank of America) - Negligence

- 44. Ms. Givan incorporates the preceding allegations by reference.
- 45. Bank of America owed Ms. Givan a duty to refrain from unreasonable conduct which could foreseeably cause damage to Ms. Givan's person or property.
- 46. Ms. Givan holds a property interest in her good name, credit worthiness, and reputation.
- 47. Bank of America's publication of false and inaccurate credit information on Ms. Givan's credit report was unreasonable.
- 48. Ms. Givan has suffered foreseeable damages as a result of this unreasonable publication of false and inaccurate credit information by Bank of America.

COUNT III - Negligent Extension of Credit (alternative count) (Bank of America)

- 49. Ms. Givan incorporates the preceding allegations by reference.
- 50. Bank of America owed Ms. Givan a duty to refrain from unreasonable conduct which could foreseeably cause damage to Ms. Givan's person or property.
- 51. Ms. Givan holds a property interest in her good name, credit worthiness, and reputation.
- 52. Bank of America negligently extended credit to a person using Ms. Givan's name.
- 53. If was foreseeable to Bank of America that a third party may impersonate Ms. Givan for the purpose of wrongfully obtaining credit in Ms. Givan's name.

- 54. That person was not in fact Ms. Givan.
- 55. Bank of America's actions in extending credit to the individual in Ms. Givan's name were unreasonable.
- 56. Damage to Ms. Givan's good name and reputation was a foresceable consequence of the improper extension of credit to the person who Bank of America improperly identified as Ms. Givan.
- 57. Ms. Givan has suffered damages as a result of this unreasonable extension of credit and the wrongful attribution of the associated dcbt to Ms. Givan by Bank of America.

COUNT IV- Negligence Per Se (Bank of America)

- 58. Ms. Givan incorporates the preceding allegations by reference.
- 59. Bank of America's actions in publishing false and inaccurate credit information on Ms.

 Givan's credit report was in violation of express duties under the FCRA.
- 60. Those unreasonable actions were per se unreasonable.
- 61. Ms. Givan has suffered damages as a result of this *per se* unreasonable publication of false and inaccurate credit information by Bank of America.

COUNT V - Tortious Interference With Prospective Advantage (Bank of America)

- 62. Ms. Givan incorporates the preceding allegations by reference.
- 63. Ms. Givan holds a legitimate expectancy of being able to obtain credit based on accurate credit reports of her own credit history without the presence of inaccurate credit information.
- 64. Ms. Givan depends upon the accuracy of that report to obtain credit.

- Bank of America intentionally interfered with Ms. Givan's ability to obtain credit by 65. submitting false credit information to persons or entities which would ultimately report that information on Ms. Givan's credit report.
- Bank of America's conduct in appropriating the good name and credit of Ms. Givan directly 66. and proximately caused the insertion of inaccurate credit information into Ms. Givan's credit history.
- Bank of America knew of that legitimate expectancy and relied upon the availability of credit 67. to Ms. Givan in falsely submitting credit applications in Ms. Givan 's name.
- Bank of America's conduct in appropriating the good name and credit of Ms. Givan directly 68. and proximately caused harm to the creditworthiness and reputation of Ms. Givan's credit history.
- As a direct and proximate cause of Bank of America's conduct in damaging the good name 69. and credit of Ms. Givan, Ms. Givan has been denied credit and can no longer obtain credit on terms as favorable as those which would have been available without the uninvited interference from Bank of America.
- These acts by Bank of America constitute a tortious interference with prospective advantage. 70.
- Ms. Givan has suffered damage to her credit and good reputation as a result of this tortious 71. interference with prospective advantage.

COUNT VI - Defamation by Libel (Bank of America)

- Ms. Givan incorporates the preceding allegations by reference. 72.
- Bank of America's written publications of the trade lines on Ms. Givan's credit report were 73. false and defamatory.

- Bank of America's publications were not privileged communications. 74.
- Bank of America's publications of the trade lines on Ms. Givan's credit report were made 75. negligently, with reckless disregard to their falsity, or maliciously.
- 76. The statements were *per se* defamatory.
- Ms. Givan has suffered special damages including loss of creditworthiness as a result of the 77. publication of the defamatory statements.
- Ms. Givan's has suffered emotional distress as a result of the publication of the defamatory 78. statements.

COUNT VII - Special Request for Declaratory and Injunctive Relief under Michigan Common Law (Bank of America)

- Ms. Givan incorporates the preceding allegations by reference. 79.
- Plaintiff is entitled to a declaration by this Court that she does not owe Bank of America any 80. money and that the information reported by Bank of America id false.
- Plaintiff is entitled to an order enjoining Bank of America from any further reporting of the 81. subject trade line.

COUNT VIII - Equal Credit Opportunity Act (Tel Com Credit Union)

- Ms. Givan incorporates the preceding allegations by reference. 82.
- Tel Com Credit Union is a creditor for purpose of the Equal Credit Opportunity Act 83. ("ECOA"), 15 U.S.C. § 1691 et seq.
- Following the receipt of the complete application for credit by Ms. Givan, on or about 84. September 12, 2005, Tel Com Credit Union was required to make a credit decision within 30 days.

- 85. Based upon that credit application Tel Com Credit Union denied credit, or alternatively refused to extend credit on substantially similar terms to those applied for by Ms. Givan, or alternatively failed to render its credit decision within 30 days.
- 86. Ms. Givan did not accept any credit from Tel Com Credit Union.
- 87. Tel Com Credit Union took adverse action for purposes of the ECOA.
- 88. Tel Com Credit Union failed to issue the adverse action notice to Ms. Givan which the ECOA requires of users of consumer credit reports who take adverse action.
- 89. Tel Com Credit Union was otherwise required to provide an adverse action notice to Ms.
 Givan.
- 90. Upon information and belief, Tel Com Credit Union has no policies or procedures in place to comply with the ECOA's adverse action notice requirements.
- 91. Tel Com Credit Union failed to provide an adverse action notice to Ms. Givan.
- 92. This failure to issue an adverse action notice constituted a negligent violation of the ECOA, 15 U.S.C. § 1682 by Tel Com Credit Union; alternatively this failure to issue an adverse action notice constituted a willful violation of the ECOA, 15 U.S.C. § 1682 by Tel Com Credit Union.
- 93. Tel Com Credit Union has failed to maintain proper records of its credit actions in violation of the ECOA.
- 94. This failure to properly maintain records constituted a negligent violation of the ECOA, 15 U.S.C. § 1691 et seq. by Tel Com Credit Union; alternatively this failure to properly maintain records constituted a willful violation of the ECOA, 15 U.S.C. § 1691 et seq.
- 95. Ms. Givan suffered damages by this violation of ECOA.

COUNT IX – FCRA Adverse Action Notice (Telcom Credit Union)

- Ms. Givan incorporates the preceding allegations by reference. 96.
- 97. Telcom Credit Union denied credit to Ms. Givan after September 12, 2005 based upon information regulated under 15 U.S.C. § 1681m.
- Telcom Credit Union failed to provide any of the adverse action notices required by 15 98. U.S.C. § 1681m.
- 99, Telcom Credit Union failed to provide any of the adverse action notices was negligent in violation of 15 U.S.C. § 1681o.
- 100. Telcom Credit Union failed to provide any of the adverse action notices was wilful in violation of 15 U.S.C. § 1681n.

COUNT X - FCRA Impermissible Access (Telcom Credit Union) - Negligent Violation

- Ms. Givan incorporates the preceding allegations by reference. 101.
- 102. Telcom Credit Union accessed Ms. Givan's credit report on October 18, 2005.
- Telcom Credit Union's access of Ms. Givan's credit report was not for a permissible purpose 103. under 15 U.S.C. § 1681b.
- 104. Telcom Credit Union used Ms. Givan's credit report.
- Telcom Credit Union's use of Ms. Givan's credit report was not for a permissible purpose 105. under 15 U.S.C. § 1681b.
- Telcom Credit Union negligently and/or wilfully caused the impermissible access and use 106. of Ms. Givan's credit report in violation of 15 U.S.C. 1681b and 15 U.S.C. § 1681o.

COUNT XI - Equal Credit Opportunity Act (Tel Com Credit Union) (Alternate Count)

Ms. Givan incorporates the preceding allegations by reference. 107.

- 108. In the event that Tel Com Credit Union denies the allegations in paragraph #28, the October 18, 2005 credit pull would necessarily have to be pursuant to an application for credit; Tel Com Credit Union did not extend credit to Ms. Givan pursuant to this application; this constituted an adverse action.
- 109. Based upon that credit application Tel Com Credit Union denied credit, or alternatively refused to extend credit on substantially similar terms to those applied for by Ms. Givan, or alternatively failed to render its credit decision within 30 days.
- 110. Ms. Givan did not accept any credit from Tel Com Credit Union.
- 111. Tel Com Credit Union took adverse action for purposes of the ECOA.
- 112. Tel Com Credit Union failed to issue the adverse action notice to Ms. Givan which the ECOA requires of users of consumer credit reports who take adverse action.
- 113. Tel Com Credit Union was otherwise required to provide an adverse action notice to Ms.
 Givan.
- Upon information and belief, Tel Com Credit Union has no policies or procedures in place to comply with the ECOA's adverse action notice requirements.
- 115. Tel Com Credit Union failed to provide an adverse action notice to Ms. Givan.
- 116. This failure to issue an adverse action notice constituted a negligent violation of the ECOA, 15 U.S.C. § 1682 by Tel Com Credit Union; alternatively this failure to issue an adverse action notice constituted a willful violation of the ECOA, 15 U.S.C. § 1682 by Tel Com Credit Union.
- 117. Tel Com Credit Union has failed to maintain proper records of its credit actions in violation of the ECOA.

- 118. This failure to properly maintain records constituted a negligent violation of the ECOA, 15 U.S.C. § 1691 et seq. by Tel Com Credit Union; alternatively this failure to properly maintain records constituted a willful violation of the ECOA, 15 U.S.C. § 1691 et seq.
- 119. Ms. Givan suffered damages by this violation of ECOA.

COUNT XII - FCRA Adverse Action Notice (Telcom Credit Union) (Alternate Count)

- 120. Ms. Givan incorporates the preceding allegations by reference.
- 121. Telcom Credit Union denied credit after October 18, 2005 to Ms. Givan's based upon information regulated under 15 U.S.C. § 1681m.
- 122. Telcom Credit Union failed to provide any of the adverse action notices required by 15 U.S.C. § 1681m.
- 123. Telcom Credit Union failed to provide any of the adverse action notices was negligent in violation of 15 U.S.C. § 1681o.
- 124. Telcom Credit Union failed to provide any of the adverse action notices was wilful in violation of 15 U.S.C. § 1681n.

Jury Demand

125. Ms. Givan demands trial by jury.

Request For Relief

ACCORDINGLY Ms. Givan requests that the Court Grant any or all of the following relief:

- a. Actual damages in an amount to be determined at trial.
- Statutory damages in an amount to be determined at trial.
- c. Punitive damages in an amount to be determined at trial.
- d. Costs and attorney fees provided by statute.

Dated: April 7, 2006

- e. Declaratory and injunctive relief as appropriate.
- f. Any other relief the Court deems just.

Respectfully Submitted,

YNGKLIP & TAUB

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By:

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JS 44 71/99 CIV The JS-44 civil cover sheet by law, except as provided for use of the Clerk of Cor	by local rules of court.	sined herein neither This form, approve	replace no ed by the s	or supplement the filing Judicial Conference	io and service of pleadings.	or other papers as required ptember 1974, is required
I. (a) PLAINTIFFS	art for the perpose or			DEFENDANTS	5	
EUNICE GIVAN				BANK OF AMERICA, BANKCARD and TELCOM CREDIT UNION		
(b) County of Residence of First Listed Wayne (C) Attorney's (Firm Name, Address, and Telephone Number)				County of Residence of First Listed NOTE: IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE LAND INVOLVED. Attorneys (If Known)		
Lyngklip & Taub Co 24500 Northwestern (248) 746-3790 II. BASIS OF JURISDI	nsumer Law Group Hwy., Ste. 206, Sci	p, PLC outhfield, MI 4 ———	III. CITIZ (For C	ZENSH Refe	e: 5:06-cv-11691 gned To : O'Mear rral Judge: Sched gn. Date : 4/7/200	er, Donald A 06 @ 2:32 P.M.
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IV. NATURE OF SUI	T (Place an "X" In (FOR	FEITURE/PENALTY	BANKRUFTCY	OTHER STATUTES
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Original 2 Proceeding VI. CAUSE OF ACTION	Removed from 3 State Court ON (Cite the U.S. Civil State Do not cite jurisdictive)	Remanded from Appellate Court ute under which you ar onal statutes unless div	e filing and v ersity.)	anoth stated 5 (specifi spened write brief statement of co	Litigation	District 7 Judge from Magistrate
Plaintiff brings this cau VII. REQUESTED IN COMPLAINT:	CHECK IF THIS UNDER F.R.C.	S IS A CLASS ACT		. § 1681 et seq.	CHECK YES only JURY DEMAND:	y if demanded in complaint.
VIII. RELATED CASI	(See E(S) instructions):	JUDGE			DOCKET NUMBER	
DATE 1		SIGNATURE OF	ATTORNEY	OF RECORD	·	

Alla ad 26

PURSUANT TO LOCAL RULE 83.11

1.	Is this a case that has been previously dismissed?		Yes
If yes, give	the following information:		X No
Co u rt:			
Case No.:			
Judge:			
2.	Other than stated above, are there any pending or discontinued or dismissed companion cases in this court, including state court? (Companion cases are it appears substantially similar evidence will be off or related parties are present and the cases arise of transaction or occurrence.)	or any other e matters in which ered or the same	Yes No
If yes, give	the following information:		
Court:			
Case No.:			
Judge:			
Notes :			