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DISTRICT COURT, EL PASO COUNTY, COLORADO 270 S. Tejon Colorado Springs, Colorado 80901	
STATE OF COLORADO, ex rel. JOHN W. SUTHERS, ATTORNEY GENERAL, Plaintiff, v. SIMPLY DONE IMMIGRATION, a Colorado Company d/b/a SDI, SDI DOCUMENT SERVICES; SDI LLC, a Nevada Company; and JOSEPH P. CORRIGAN, Defendants.	▲ **COURT USE ONLY** ▲
Attorneys for Plaintiff: JOHN W. SUTHERS Attorney General OLIVIA C. DEBLASIO, 35867* Assistant Attorney General libby.deblasio@state.co.us JAY B. SIMONSON, 24077* First Assistant Attorney General jay.simonson@state.co.us 1525 Sherman Street, 4th Floor Denver, CO 80203 (303) 866-5079 (303) 866-4916 Fax *Counsel of Record	Case No.:

COMPLAINT

Plaintiff, the State of Colorado, upon relation of John W. Suthers, Attorney General for the State of Colorado, by and through undersigned counsel, states and alleges as follows:

INTRODUCTION

1. This is an action brought by the State of Colorado pursuant to the Colorado Consumer Protection Act, Colo. Rev. Stat. §§ 6-1-101 through -115 (2010) ("CCPA"), to enjoin and restrain Defendants from engaging in unlawful deceptive trade practices, for statutorily mandated civil penalties, for disgorgement, restitution, and for other relief as provided in the CCPA.

PARTIES

2. John W. Suthers is the duly elected Attorney General of the State of Colorado and is authorized under Colo. Rev. Stat. § 6-1-103 (2010) to enforce the provisions of the CCPA.

3. Defendant SDI, f/k/a Simply Done Immigration, and a/k/a SDI Document Services is a for-profit Colorado business with its principle place of business listed with the Colorado Secretary of State at 4553 E. Platte Avenue, Colorado Springs, CO 80915. Since May 2008, SDI has marketed and sold immigration document assistance to consumers across the United States.

4. Defendant Simply Done Immigration, a Nevada Corporation registered with Nevada's Secretary of State on January 26, 2009 and with an address of 2620 S. Maryland Parkway #804, Las Vegas, NV 89109, has at all times has operated at 4553 E. Platte Avenue, Colorado Springs, CO 80915. Upon information and belief, Simply Done Immigration, the Nevada Corporation, is the same entity as SDI, the Colorado Corporation. Defendant Joseph P. Corrigan is the listed as the president of the company.

5. Defendant Joseph P. Corrigan resides in Colorado Springs and owns and operates Simply Done Immigration, SDI. Defendant Corrigan conceived of, directed, and has engaged in the practices and policies of Simply Done Immigration and SDI, LLC to such a degree as to make him personally liable for the deceptive trade practices alleged herein of all Defendants.

6. Defendant Corrigan directed his business partner Todd Q. McKeel to open various merchant accounts on behalf of Defendants Simply Done Immigration and SDI, LLC so that the Defendants could accept consumers' payment for immigration documents and services via credit cards. McKeel claims that he ceased working with Defendants Simply Done Immigration and SDI in 2008; but he continued at relevant times working for Corrigan.

JURISDICTION AND VENUE

7. Pursuant to Colo. Rev. Stat. §§ 6-1-103 and 6-1-110(1) (2010), this Court has jurisdiction to enter appropriate orders prior to and following an ultimate determination of liability.

8. At all relevant times during this action, Defendants maintained a principal place of business in El Paso County, Colorado. Therefore, venue is proper in El Paso County, Colorado, pursuant to Colo. Rev. Stat. § 6-1-103 (2010) and Colo. R. Civ. P. 98.

RELEVANT TIMES

9. The conduct that gives rise to the claims for relief contained in this Complaint began in 2008 and continued through 2010.

10. This action is timely brought pursuant to Colo. Rev. Stat. § 6-1-115 (2010) in that it is brought within three years of the date on which false, misleading, and deceptive acts or practices occurred and/or were discovered, and the series of false, misleading, and deceptive acts continued.

PUBLIC INTEREST

11. Through the unlawful practices of its business, vocation, or occupation, Defendants have deceived, misled, and financially injured consumers both within and outside Colorado. Therefore, the Colorado Attorney General believes these legal proceedings are in the public interest and are necessary to safeguard citizens from Defendants' unlawful business activities.

GENERAL ALLEGATIONS

12. In 2008, Defendants began to advertise nationally that their "specialists" provide phone consultations and immigration document services to "provide you with the best solution to your immigration problems." Defendants primarily advertise their services through various websites, including but not limited to www.US-ImmigrationHelp.com, www.sdidocuments.com, www.unitedstates-immigration.com, www.immigration-documents.com, www.simplydoneimmigration.biz, www.uscishelpline.com, www.1-888-572-1822.com, www.simplyimmigration.com, and www.uscis.info.

13. In reality, Defendants are not a government agency or in any way affiliated with the government. Defendants sell forms, which are otherwise free and made available by the U.S. Citizenship and Immigration Services (hereinafter "USCIS") on the government's website www.uscis.gov. Often, Defendants sell the wrong forms for the consumer's circumstances.

14. Defendants employ salespeople who possess no legal or immigration services training to answer incoming calls generated from Defendants' advertisements. These employees direct consumers to purchase from Defendants particular government forms and secure payment for their "services." The salespeople then schedule a telephone conference with Defendants' "document specialists" to assist consumers in completing the forms.

15. Defendants' salespeople exaggerate 1) the extent to which they can ensure successful applications; 2) the affiliation of the company to the U.S. government; 3) the expertise of the company's representatives; and 4) that USCIS filing fees are covered by the payments to Defendants.

16. Defendants imply through their advertising and initial phone calls with consumers that they possess some expertise in legal and immigration issues. However, Defendants' employees are not authorized or properly trained to dispense legal advice.

17. Defendants require consumers to make upfront payments, typically between $300 and $700, via credit card over the phone or via check or money order payable COD when the consumer's package of immigration documents is delivered. Consumers are often unaware that Defendants are not affiliated with the government and that the costs associated with Defendants' purported services do not cover the hundreds of dollars in USCIS filing fees associated with many applications until after paying Defendants for the delivered materials which disclose this fact.

18. Upon reviewing the documents sent by the Defendants, consumers often request a refund complaining that they either received the wrong documents or have realized that they are not dealing directly with the U.S. Government when they thought they were. Many times Defendants did not provide refunds.

19. In some instances, Defendants have failed to provide any document assistance, as promised, after consumers have paid hundreds of dollars. Consumers complain of calling Defendants dozens of times over several months in order to determine the status of their cases, or the status of their refund request, and being kept on hold, disconnected or ignored after leaving numerous messages.

20. Defendant Corrigan developed and maintained the content of Defendants' web sites. He also managed Defendants' employees. Defendant Corrigan opened bank accounts in the name of Simply Done Immigration and SDI's merchant accounts.

21. Defendant Corrigan directed the day-to-day operations of Simply Done Immigration and SDI. Defendant Corrigan directed his business partner to open various merchant accounts on behalf of Simply Done Immigration and SDI.

22. Plaintiff approached Defendants, specifically Defendant Corrigan, in August 2009 and served on him a copy of a Temporary Restraining Order obtained in the State's law enforcement action against Charles Doucette and his business Immigration Center (09CV5071), which is identical to Defendants' business. Defendant Corrigan represented that he would shut down Simply Done Immigration and SDI, but he did not completely shut down the company, including taking down all web sites associated with the companies, until mid-2010.

23. Defendants have deceived and misled hundreds, if not thousands, of vulnerable consumers nationwide into paying large upfront fees for their services that are not provided by attorneys, government employees or anyone with expertise in immigration law. Too often, legal documents and government forms are prepared incorrectly, they are the

wrong forms altogether, or they are submitted without the required USCIS filing fee, and are rejected by the USCIS.

Misrepresentations Regarding Government Affiliation

24. Defendants purchase "adwords" through online search engines such as Google and Yahoo so that a consumer searching for "USCIS" and "immigration assistance" will receive a listing for Defendants' businesses. Defendants' advertisements generated by these searches often list a Toll Free Number:

> **Immigration 888-559-1699**
> **Immigration** Free Help **Immigration,**
> Call **Immigration** 1-888-559-1699
> US-ImmigrationHelp.com/Immigration

25. Consumers can contact Defendants without ever clicking on the hyperlinked portion of Defendants' advertisements and may never view Defendants' various websites and further investigate whether Defendants are affiliated with USCIS.

26. And even when a consumer clicks on one of Defendants' websites, a disclosure that Defendants are not attorneys is paired with contradictions that imply Defendants have legal expertise to assist immigrants. The US-ImmigrationHelp.com site states that Defendants will "walk you through the whole process...help you fill out the forms needed for immigration needs, divorce papers and other legal forms, to ensure that they are accurate and consise." *(sic)*

27. Defendants further the misperception of their affiliation with USCIS by purposely failing to disclose during telephone conversations with consumers that they are not in fact affiliated with the USCIS or any other government agency. Indeed, when consumers call Defendants' advertised phone number, they receive an initial message that states the consumer has reached "U.S. Immigration National Hotline."

28. Defendants' various advertisements lead consumers to believe that they are dealing directly with the government or an agency contracted with the government.

Misrepresentations Regarding Fees

29. Defendants' fees are substantially the same as the fees required by the USCIS for filing of the various immigration forms. This tactic further bolsters a consumer's belief that they are dealing with the government and that no additional fees are necessary to process the consumer's paperwork other than those fees paid to Defendants.

30. Defendants routinely tell consumers that the fees paid to Defendants will "cover processing," which consumers believe to include USCIS filing fees. However, when

the consumers submit their forms to the USCIS they are often rejected for failure to pay the necessary filing fees required by the government.

Defendants Failed to Obtain Represented Certification and Proper Licensure

31. Defendants have never hired or contracted with a licensed attorney to provide their services or to review consumers' legal documents prepared by non-attorneys employed by Defendants. Defendant Corrigan is not a licensed attorney in any state.

32. By soliciting or accepting compensation to select and prepare documents for a proceeding relating to immigration to the Unites States, Unites States citizenship, or related matters, Defendants have engaged in the unauthorized practice of law. *See* Colo. Rev. Stat. § 12-55-110.3(3)(b) (2010).

33. Further, Defendants are not a recognized organization by the U.S. Bureau of Immigration appeals to represent individuals in immigration proceedings before the immigration courts and the BIA or before the USCIS. See 8 C.F.R. § 1292.2 (d). In fact, Defendants applied for such recognition and were denied because, in part, Defendants failed to demonstrate that their staff had adequate knowledge, information and experience in immigration law and procedure.

34. Defendants state in the "Terms & Conditions" section of their website the following:

> **Certifications** [The website] has passed rigorous background checks that ensure the validity and the overall legitimacy of our business. Please review our business and website certifications for more information.

35. Despite this advertisement, no business or website certifications can be found listed on their websites. Furthermore, Defendants do not conduct employee background checks nor do they possess any known certifications that attest to the "legitimacy and validity" of their services.

36. In or around October 2009, the Office of Attorney Regulation (hereinafter "OAR") approached Defendant Corrigan about his business practices. At that time, Defendant Corrigan represented to the OAR that he shut down all of his websites except for www.immigration-documents.com, on which he stated he was selling blank immigration government forms for $20 to $30 per form. A review of www.immigration-documents.com showed that Defendant Corrigan continued to encourage consumers to call Defendants for their expert advice and stated:

> There are many forms to choose from and depending on your particular situation we suggest that you contact one of our immigration specialists to help you find the form that applies to your needs...it is crucial that you call Simply Done Immigration today

as we are current with the latest information as it applies in the field of immigration. We will make sure that the proper forms are chosen and filled out correctly to insure a timely response and decrease the chances of a rejected application or petition.

FIRST CLAIM FOR RELIEF

(Making False Representations as to the Source, Sponsorship, Approval or Certification of Goods and Services)

37. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 37 of this Complaint.

38. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(b) (2010), by knowingly making false representations as to the source, sponsorship, approval or certification of their "immigration services" by leading consumers to believe that they were dealing directly with the government or an agency contracted with the government.

39. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

SECOND CLAIM FOR RELIEF

(Making False Representations as to Affiliation, Connection, or Association with or Certification by Another)

40. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 39 of this Complaint.

41. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(c) (2010), by knowingly making false representations as to affiliation, connection, or association with the USCIS and other government agencies.

42. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

THIRD CLAIM FOR RELIEF

(Making False Representations as to the characteristics, uses, benefits, or quantities of goods or services or a false representation as to the sponsorship, approval, status, affiliation or connection of a person therewith)

43. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 42 of this Complaint.

44. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(e) (2010), by knowingly making false representations as to the sponsorship, approval, affiliation or connection between USCIS or immigration attorneys and Defendants' services which leads consumers to believe Defendants' services are provided by USCIS or immigration attorneys when in reality Defendants are not affiliated with any governmental agency and are not attorneys.

45. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

FOURTH CLAIM FOR RELIEF

(Making False Representations that Services are of a Particular Standard or Quality)

46. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 45 of this Complaint.

47. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(g) (2010), by making false representations that their services are "professional" or "official" when in reality they are often incomplete or inadequate and are not approved by any official or governmental agency.

48. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

FIFTH CLAIM FOR RELIEF

(Making False or Misleading Statements of Fact Regarding the Price of Services or the Reasons for, Existence of, or Amounts of Price Reductions)

49. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 48 of this Complaint.

50. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(l) (2010), by making false representations or misleading statements that fees paid to Defendants would cover all costs associated with submitting immigration documents to USCIS and that consumers were entitled to reduced or waived USCIS filing fees when in fact that was frequently not the case.

51. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

SIXTH CLAIM FOR RELIEF

(Advertising and making an effort to sell goods and services other than those advertised or on terms other than those advertised and failure to make delivery of such goods and services within a reasonable time or to make a refund therefor)

52. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 51 of this Complaint.

53. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(n)(VII) (2010), by advertising "immigration services" on such terms as to mislead consumers to believe they would receive professional assistance from a governmental agency or attorney, and then failing to deliver such services within a reasonable time or to make a refund thereof to consumers.

54. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

SEVENTH CLAIM FOR RELIEF

(Failure to disclose material information concerning goods, services, or property which information was known at the time of an advertisement or sale if such failure to disclose such information was intended to induce the consumer to enter into a transaction)

55. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 54 of this Complaint.

56. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(u) (2010), by failing to disclose to consumers that Defendants are not affiliated with any government agency or that fees paid to Defendants did not cover USCIS filing fees, information which Defendants knew at the time they solicited and spoke with consumers, and which Defendants failed to disclose in order to induce consumers to do business with Defendants.

57. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

EIGHTH CLAIM FOR RELIEF

(Refusal or failure to obtain all governmental licenses or permits required to perform the services or to sell the goods, food, services, or property as agreed to or contracted for with a consumer)

58. Plaintiff incorporates herein by reference all of the allegations contained in Paragraphs 1 through 57 of this Complaint.

59. Through the above-described conduct in the course of their business, occupation or vocation, Defendants have violated the CCPA, Colo. Rev. Stat. § 6-1-105(1)(z) (2010), by refusing or failing to obtain or require their employees to obtain licensure or permits in order to engage in the practice of law.

60. By means of the above-described unlawful deceptive trade practices, Defendants have deceived, misled, and unlawfully acquired money from Colorado consumers.

RELIEF REQUESTED

WHEREFORE, Plaintiff prays for judgment against the Defendants and the following relief:

A. An order declaring Defendants' above-described conduct to be in violation of the Colorado Consumer Protection Act, Colo. Rev. Stat. § 6-1-105(1)(b), (c), (e), (g), (l), (n), (u), and (z) (2010).

B. An order permanently enjoining Defendants, their officers, directors, successors, assigns, agents, employees, and anyone in active concert or participation with any Defendant with notice of such injunctive orders, from engaging in any deceptive trade practices as defined in and proscribed by the CCPA and as set forth in this Complaint.

C. Appropriate orders necessary to prevent Defendants' continued or future deceptive trade practices.

D. For a judgment in an amount to be determined at trial for restitution, disgorgement, or other equitable relief pursuant to Colo. Rev. Stat. § 6-1-110(1) (2010).

E. An order requiring Defendants to forfeit and pay to the General Fund of the State of Colorado, civil penalties in an amount not to exceed $2,000 per violation and a maximum of $500,000 for any related series of violations, pursuant to Colo. Rev. Stat. § 6-1-112(1) (2010), or $10,000 per violation pursuant to Colo. Rev. Stat. § 6-1-112(3) (2010).

F. An order requiring Defendants to pay the costs and expenses of this action incurred by the Attorney General, including, but not limited to, Plaintiff's attorney fees, pursuant to Colo. Rev. Stat. § 6-1-113(4) (2010).

G. Any such further orders as the Court may deem just and proper to effectuate the purposes of the CCPA.

Dated this 13th day of April, 2011.

JOHN W. SUTHERS
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