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さいべいかいかい ししゃし Todd M. Friedman (SBN 216752) ORIGINAL FILED 1 Superior Court of California Adrian R. Bacon (SBN 280332) County of Las Anceles 2 LAW OFFICES OF TODD M. FRIEDMAN, P.C. FEB 2 5 2021 21550 Oxnard St., Suite 780 3 Woodland Hills, CA 91367 erri R. Carter, Executive Officer/Cin Phone: 323-306-4234 4 Bur Rita Nazaryan Donut Fax: 866-633-0228 5 tfriedman@ toddflaw.com abacon@toddflaw.com 6 Attorneys for Plaintiff 7 SUPERIOR COURT OF THE STATE OF CALIFORNIA 8 **COUNTY OF LOS ANGELES** 9 PERRY BRUNO, individually, and Case No. 21STCV07782 10 on behalf of other members of the general public similarly situated, 11 **CLASS ACTION COMPLAINT** Plaintiff, 12 (1) Violation of Unfair Competition VS. Law (Cal. Business & Professions 13 Code §§ 17500 et seq.) and Violation of Unfair Competition Law (Cal. Business & Professions TOM'S OF MAINE, INC., 14 Defendant. Code §§ 17200 et seq.) 15 16 Jury Trial Demanded 17 18 19 20 21 22 23 24 25 26 27 28

CLASS ACTION COMPLAINT

Plaintiff PERRY BRUNO ("Plaintiff"), individually and on behalf of all other members of the public similarly situated, allege as follows:

PRELIMINARY STATEMENTS

- 1. This is an action for damages, injunctive relief, and any other available legal or equitable remedies, for violations of Unfair Competition Law (Cal. Business & Professions Code §§ 17500 et seq., and Unfair Competition Law (Cal. Business & Professions Code §§ 17200 et seq., resulting from the illegal actions of Defendant, in intentionally "slack-filling" its deodorant sticks. Plaintiff alleges as follows upon personal knowledge as to himself and his own acts and experiences, and, as to all other matters, upon information and belief, including investigation conducted by his attorneys.
 - 2. Cal. Business & Professions Code § 12606(b) states in relevant part:

 Nonfunctional slack fill is the empty space in a package that is filled to

substantially less than its capacity for reasons other than any one or more of the following:

- (1) Protection of the contents of the package.
- (2) The requirements of machines used for enclosing the contents of the package.
- (3) Unavoidable product settling during shipping and handling.
- (4) The need to utilize a larger than required package or container to provide adequate space for the legible presentation of mandatory and necessary labeling information, such as those based on the regulations adopted by the United States Food and Drug Administration or state or federal agencies under

federal or state law, laws or regulations adopted by foreign governments, or under an industrywide voluntary labeling program.

- (5) The fact that the product consists of a commodity that is packaged in a decorative or representational container where the container is part of the presentation of the product and has value that is both significant in proportion to the value of the product and independent of its function to hold the product, such as a gift combined with a container that is intended for further use after the product is consumed, or durable commemorative or promotional packages.
- (6) An inability to increase the level of fill or to further reduce the size of the package, such as where some minimum package size is necessary to accommodate required labeling, discourage pilfering, facilitate handling, or accommodate tamper-resistant devices.
- (7) The product container bears a reasonable relationship to the actual amount of product contained inside, and the dimensions of the actual product container, the product, or the amount of product therein is visible to the consumer at the point of sale, or where obvious secondary use packaging is involved.
- (8) One or more of the following:
 - (A) The dimensions of the product or immediate product container are visible through the exterior packaging.
 - (B) The actual size of the product or immediate product container is clearly and conspicuously depicted on any side of the exterior packaging, excluding the bottom, accompanied by a clear and conspicuous disclosure that the depiction is the "actual size" of the product or immediate product container. If there are multiple units of the same product in a package, only one "actual size" depiction is required per same size product or immediate product container.
 - (C) A line or a graphic that represents the product or product fill and a statement communicating that the line or graphic represents the product or product fill such as "Fill Line," both of which are clearly and conspicuously depicted on exterior packaging or the immediate product container if visible at point of sale. If the product is subject to settling, the line shall represent the minimum amount of product after settling.

- (9) The presence of any headspace within an immediate product container necessary to facilitate the mixing, adding, shaking, or dispensing of liquids or powders by consumers before use.
- (10) The exterior packaging contains a product delivery or dosing device if the device is visible, or a clear and conspicuous depiction of the device appears on the exterior packaging, or it is readily apparent from the conspicuous exterior disclosures or the nature and name of the product that a delivery or dosing device is contained in the package.
- (11) The exterior packaging or immediate product container is a kit that consists of a system, or multiple components, designed to produce a particular result that is not dependent upon the quantity of the contents, if the purpose of the kit is clearly and conspicuously disclosed on the exterior packaging.
- (12) The exterior packaging of the product is routinely displayed using tester units or demonstrations to consumers in retail stores, so that customers can see the actual, immediate container of the product being sold, or a depiction of the actual size thereof before purchase.
- (13) The exterior packaging consists of single or multiunit presentation boxes of holiday or gift packages if the purchaser can adequately determine the quantity and sizes of the immediate product container at the point of sale.
- (14) The exterior packaging is for a combination of one purchased product, together with a free sample or gift, wherein the exterior packaging is necessarily larger than it would otherwise be due to the inclusion of the sample or gift, if the presence of both products and the quantity of each product are clearly and conspicuously disclosed on the exterior packaging.
- (15) The exterior packaging or immediate product container encloses computer hardware or software designed to serve a particular computer function, if the particular computer function to be performed by the computer hardware or software is clearly and conspicuously disclosed on the exterior packaging.
- (16) The mode of commerce does not allow the consumer to view or handle the physical container or product.

JURISDICTION AND VENUE

- 3. This class action is brought pursuant to California Code of Civil Procedure § 382. All causes of action in the instant complaint arise under California statutes.
- 4. This court has personal jurisdiction over Defendant, because Defendant does business within the State of California and County of Los Angeles.
- 5. Venue is proper in this Court because Defendant does business *inter alia* in the county of Los Angeles and a significant portion of the conduct giving rise to Plaintiff's Claims happened here.

PARTIES

- 6. Plaintiff is an individual and citizen of California, who was at all relevant times residing in Los Angeles, California.
- 7. Defendant is a Maine corporation whose principal place of business is located in Kennebunk, Maine.
- 8. At all times relevant hereto, Defendant was engaged in the manufacturing, marketing, and sale of deodorant products.

FACTS COMMON TO ALL COUNTS

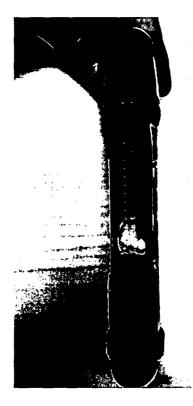
9. Defendant manufactures, advertises, markets, sells, and distributes deodorant products throughout California and the United States under brand name "Tom's of Maine."

The following are photos taken by Plaintiff of his Product which 17. explicitly shows the non-functional slack-fill in the Products:



18. The following are photos taken by Plaintiff's attorney after performing destructive testing on a sample Product:





19. Plaintiff purchased Defendant's Product instead of a smaller, cheaper deodorant stick because Defendant's packaging led him to believe he was receiving more deodorant than he actually received.

- 20. Plaintiff would not have been able to understand that the Products contained nonfunctional empty space at the base of the product due to the thick, opaque plastic of the packaging.
- 21. Furthermore, due to Defendant's intentional, deceitful practice of placing the nonfunctional empty space at the bottom of the deodorant stick, Plaintiff

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could not have known that the Products contained useless, empty space when he purchased the Products.

- 22. Plaintiff was unaware that the Products contained nonfunctional slack filled, empty space when he purchased them.
- 23. Plaintiff and the Class members are not, and should not be, required to deconstruct the products they purchase to know the true contents of those products.
- 24. Defendant, and not Plaintiff or the Class, knew or should have known that the Products' packaging containing nonfunctional slack filled, useless, empty space was false, deceptive, and misleading, and that Plaintiff and the Class members would not be able to tell the Products' contained nonfunctional slack filled, useless, empty space unless Defendant expressly told them.
- 25. As a result of Defendants' acts and omissions outlined above, Plaintiff has suffered concrete and particularized injuries and harm, which include, but are not limited to, the following:
 - a. Lost money;
 - b. Wasting Plaintiff's time; and
 - c. Stress, aggravation, frustration, loss of trust, loss of serenity, and loss of confidence in product packaging.

CLASS ALLEGATIONS

26. Plaintiff brings this action on behalf of himself and all others similarly situated, as a member of the proposed class (the "Class"), defined as follows:

All persons within California who purchased the Products within four years prior to the filing of this Complaint through to the date of class certification.

- 27. Defendant, its employees and agents are excluded from the Class. Plaintiff does not know the number of members in the Class, but believes the members number in the thousands, if not more. Thus, this matter should be certified as a Class Action to assist in the expeditious litigation of the matter.
- 28. The Class is so numerous that the individual joinder of all of their members is impractical. While the exact number and identities of their members are unknown to Plaintiff at this time and can only be ascertained through appropriate discovery, Plaintiff is informed and believes and thereon alleges that the Class include thousands, if not millions of members. Plaintiff alleges that the class members may be ascertained by the records maintained by Defendant.
- 29. This suit is properly maintainable as a class action because the Class is so numerous that joinder of their members is impractical and the disposition of their claims in the Class Action will provide substantial benefits both to the parties and the Court.

- 30. There are questions of law and fact common to the Class affecting the parties to be represented. The questions of law and fact common to the Class predominate over questions which may affect individual class members and include, but are not necessarily limited to, the following:
 - a. Whether the Defendant intentionally, negligently, or recklessly disseminated false and misleading information by packaging the Products in nonfunctional slack filled containers;
 - b. Whether the Class members were informed of the nonfunctional slack fill contained in the Products' packaging;
 - c. Whether the Products contain nonfunctional slack fill;
 - d. Whether Defendant's conduct was unfair and deceptive;
 - e. Whether the use of nonfunctional slack filled packaging is misleading or false;
 - f. Whether there should be a tolling of the statute of limitations; and
 - g. Whether the Class is entitled to restitution, actual damages, punitive damages, and attorney fees and costs.
- 31. As a resident of the State of California who purchased the Products, Plaintiff is asserting claims that are typical of the Class.

- 32. Plaintiff has no interests adverse or antagonistic to the interests of the other members of the Class.
- 33. Plaintiff will fairly and adequately protect the interests of the members of the Class. Plaintiff has retained attorneys experienced in the prosecution of class actions.
- 34. A class action is superior to other available methods of fair and efficient adjudication of this controversy, since individual litigation of the claims of all Class members is impracticable. Even if every Class member could afford individual litigation, the court system could not. It would be unduly burdensome to the courts in which individual litigation of numerous issues would proceed. Individualized litigation would also present the potential for varying, inconsistent or contradictory judgments and would magnify the delay and expense to all parties, and to the court system, resulting from multiple trials of the same complex factual issues. By contrast, the conduct of this action as a class action presents fewer management difficulties, conserves the resources of the parties and of the court system and protects the rights of each class member. Class treatment will also permit the adjudication of relatively small claims by many class members who could not otherwise afford to seek legal redress for the wrongs complained of herein.
- 35. The prosecution of separate actions by individual members of the Class would create a risk of adjudications with respect to them that would, as a practical

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matter, be dispositive of the interests of the other class members not parties to such adjudications or that would substantially impair or impede the ability of such nonparty class members to protect their interests.

- 36. Plaintiff's claims and injuries are identical to the claims and injuries of all class members, because all claims and injuries of all class members are based on the same nonfunctional slack fill and same legal theory. All allegations arise from the identical, false, and misleading packaging used by Defendants.
- Defendants have acted or refused to act in respect generally applicable 37. to the Class thereby making appropriate final and injunctive relief with regard to the members of the Class as a whole.
- The size and definition of the Class can be identified through records 38. held by retailers carrying and reselling the Products, and by Defendant's own records.

FIRST CAUSE OF ACTION Violation of the California False Advertising Act (Cal. Bus. & Prof. Code §§ 17500 et seq.)

- Plaintiff incorporates by reference each allegation set forth above. 52.
- Pursuant to California Business and Professions Code section 17500, 53. et seq., it is unlawful to engage in advertising "which is untrue or misleading, and which is known, or which by the exercise of reasonable care should be known, to be untrue or misleading...or...to so make or disseminate or cause to be so made or disseminated any such statement as part of a plan or scheme with the intent not to sell that personal property or those services, professional or otherwise, so

- 54. Defendant misled consumers by making misrepresentations about the Class Products, namely, Defendant sold the Products that were nonfunctionally slack filled, and made false representations to Plaintiff and other putative class members in order to solicit these transactions.
- 55. Specifically, Defendant nonfunctionally slack filled the opaque packages of these Products so that a gap of useless space existed at the bottom of the container.
- 56. Defendant knew that their representations and omissions were untrue and misleading, and deliberately made the aforementioned representations and omissions in order to deceive reasonable consumers like Plaintiff and other Class Members.
- 57. As a direct and proximate result of Defendant's misrepresentations, Plaintiff and the other Class Members have suffered injury in fact and have lost money or property. Plaintiff reasonably relied upon Defendant's representations regarding the Products, namely that the containers were full and did not contain hidden empty space. In reasonable reliance on Defendant's misrepresentations, Plaintiff and other Class Members purchased the Products. In turn Plaintiff and other Class Members ended up with products that turned out to actually be different than advertised, and therefore Plaintiff and other Class Members have suffered injury in fact.
- 58. Plaintiff alleges that these false and misleading representations made by Defendant constitute a "scheme with the intent not to sell that personal property or those services, professional or otherwise, so advertised at the price stated therein, or as so advertised."
 - 59. Defendant knew that the Class Products did in fact contain

nonfunctional slack fill hidden at the bottom of the container.

- 60. Thus, Defendant knowingly sold Class Products to Plaintiff and other putative class members that contained nonfunctional slack fill.
- 61. The misleading and false advertising described herein presents a continuing threat to Plaintiff and the Class Members in that Defendant persists and continues to engage in these practices, and will not cease doing so unless and until forced to do so by this Court. Defendant's conduct will continue to cause irreparable injury to consumers unless enjoined or restrained. Plaintiff is entitled to preliminary and permanent injunctive relief ordering Defendant to cease their false advertising, as well as disgorgement and restitution to Plaintiff and all Class Members Defendant's revenues associated with their false advertising, or such portion of those revenues as the Court may find equitable.

SECOND CAUSE OF ACTION Violation of Unfair Business Practices Act (Cal. Bus. & Prof. Code §§ 17200 et seq.)

- 62. Plaintiff incorporates by reference each allegation set forth above.
- 63. Actions for relief under the unfair competition law may be based on any business act or practice that is within the broad definition of the UCL. Such violations of the UCL occur as a result of unlawful, unfair or fraudulent business acts and practices. A plaintiff is required to provide evidence of a causal connection between a defendant's business practices and the alleged harm--that is, evidence that the defendant's conduct caused or was likely to cause substantial injury. It is insufficient for a plaintiff to show merely that the defendant's conduct created a risk of harm. Furthermore, the "act or practice" aspect of the statutory definition of unfair competition covers any single act of misconduct, as well as ongoing misconduct.

UNFAIR

- 64. California Business & Professions Code § 17200 prohibits any "unfair ... business act or practice." Defendant's acts, omissions, misrepresentations, and practices as alleged herein also constitute "unfair" business acts and practices within the meaning of the UCL in that its conduct is substantially injurious to consumers, offends public policy, and is immoral, unethical, oppressive, and unscrupulous as the gravity of the conduct outweighs any alleged benefits attributable to such conduct. There were reasonably available alternatives to further Defendant's legitimate business interests, other than the conduct described herein. Plaintiff reserves the right to allege further conduct which constitutes other unfair business acts or practices. Such conduct is ongoing and continues to this date.
- 65. In order to satisfy the "unfair" prong of the UCL, a consumer must show that the injury: (1) is substantial; (2) is not outweighed by any countervailing benefits to consumers or competition; and, (3) is not one that consumers themselves could reasonably have avoided.
- 66. Here, Defendant's conduct has caused and continues to cause substantial injury to Plaintiff and members of the Class. Plaintiff and members of the Class have suffered injury in fact due to Defendant's decision to sell them nonfunctionally slack filled products (Class Products). Thus, Defendant's conduct has caused substantial injury to Plaintiff and the Class.
- 67. Moreover, Defendant's conduct as alleged herein solely benefits Defendant while providing no benefit of any kind to any consumer. Such deception utilized by Defendant convinced Plaintiff and members of the Class that there were receiving more of the Class Products then they actually received, in order to induce them to spend money on said Class Products. In fact, knowing that Class Products, by their objective terms were nonfunctionally slack filled, unfairly profited from

- 68. Finally, the injury suffered by Plaintiff and members of the Class are not an injury that these consumers could reasonably have avoided. After Defendant, falsely represented the quantity of Class Products consumers would receive, the Plaintiff and Class Members suffered injury in fact due to Defendant's sale of Class Products to them. Defendant failed to take reasonable steps to inform Plaintiff and class members that the Class Products contained nonfunctional slack fill, including intentionally hiding the empty space at the bottom of the Products' containers. As such, Defendant took advantage of Defendant's position of perceived power in order to deceive Plaintiff and the Class members to purchase products containing nonfunctional slack fill. Therefore, the injury suffered by Plaintiff and members of the Class is not an injury which these consumers could reasonably have avoided.
- 69. Thus, Defendant's conduct has violated the "unfair" prong of California Business & Professions Code § 17200.

FRAUDULENT

- 70. California Business & Professions Code § 17200 prohibits any "fraudulent ... business act or practice." In order to prevail under the "fraudulent" prong of the UCL, a consumer must allege that the fraudulent business practice was likely to deceive members of the public.
- 71. The test for "fraud" as contemplated by California Business and Professions Code § 17200 is whether the public is likely to be deceived. Unlike common law fraud, a § 17200 violation can be established even if no one was

- 72. Here, not only were Plaintiff and the Class members likely to be deceived, but these consumers were actually deceived by Defendant. Such deception is evidenced by the fact that Plaintiff agreed to purchase Class Products under the basic assumption that they contained more deodorant than what they actually received. Plaintiff's reliance upon Defendant's deceptive statements is reasonable due to the unequal bargaining powers of Defendant and Plaintiff. For the same reason, it is likely that Defendant's fraudulent business practice would deceive other members of the public.
- 73. As explained above, Defendant deceived Plaintiff and other Class Members by nonfunctionally slack filling the Class Products.
- 74. Thus, Defendant's conduct has violated the "fraudulent" prong of California Business & Professions Code § 17200.

UNLAWFUL

- 75. California Business and Professions Code Section 17200, et seq. prohibits "any unlawful...business act or practice."
- 76. As explained above, Defendant deceived Plaintiff and other Class Members by nonfunctionally slack filling the Class Products.
 - 77. Cal. Business & Professions Code § 12606(b) states in relevant part:

 No container shall be made, formed, or filled as to be misleading.

 A container that does not allow the consumer to fully view its contents shall be considered to be filled as to be misleading if it contains nonfunctional slack fill. Slack fill is the difference between the actual capacity of a container and the volume of product contained therein.
 - 78. Defendant used nonfunctional slack fill to induce Plaintiff and Class

Members to purchase the Class Products, in violation of California Business and Professions Code Section 17500, et seq. Had Defendant not nonfunctionally slack filled the Class Products, Plaintiff and Class Members would not have purchased the Class Products, or would not have paid the same amount for them. Defendant's conduct therefore caused and continues to cause economic harm to Plaintiff and Class Members.

- 79. These representations by Defendant are therefore an "unlawful" business practice or act under Business and Professions Code Section 17200 et seq.
- 80. Defendant has thus engaged in unlawful, unfair, and fraudulent business acts entitling Plaintiff and Class Members to judgment and equitable relief against Defendant, as set forth in the Prayer for Relief. Additionally, pursuant to Business and Professions Code section 17203, Plaintiff and Class Members seek an order requiring Defendant to immediately cease such acts of unlawful, unfair, and fraudulent business practices and requiring Defendant to correct its actions.

MISCELLANEOUS

Plaintiff and Class Members allege that they have fully complied with all contractual and other legal obligations and fully complied with all conditions precedent to bringing this action or all such obligations or conditions are excused.

REQUEST FOR JURY TRIAL

82. Plaintiff requests a trial by jury as to all claims so triable.

PRAYER FOR RELIEF

- 83. Plaintiff, on behalf of himself and the Class, requests the following relief:
 - (a) An order certifying the Class and appointing Plaintiff as Representative of the Class;
 - (a) An order certifying the undersigned counsel as Class Counsel;

(b) An order requiring Defendant, at its own cost, to notify all Class 1 Members of the unlawful and deceptive conduct herein; 2 (c) An order requiring Defendant to engage in corrective 3 advertising regarding the conduct discussed above; 4 Actual damages suffered by Plaintiff and Class Members as 5 (d) applicable or full restitution of all funds acquired from Plaintiff 6 and Class Members from the sale of misbranded Class Products 7 during the relevant class period; 8 9 (e) Punitive damages, as allowable, in an amount determined by the Court or jury; 10 (f) Any and all statutory enhanced damages; 11 All reasonable and necessary attorneys' fees and costs provided (g) 12 by statute, common law or the Court's inherent power; 13 Pre- and post-judgment interest; and (h) 14 (i) All other relief, general or special, legal and equitable, to which 15 Plaintiff and Class Members may be justly entitled as deemed 16 by the Court. 17 18 Respectfully submitted, Dated: February 25, 2021 19 20 LAW OFFICES OF TODD M. FRIEDMAN, PC 21 22 By: TODD M. FRIEDMAN, ESQ. 23 Attorney for Plaintiff 24 25 26 27 28 **CLASS ACTION COMPLAINT**

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ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar I Todd M. Friedman, Esq. SBN 216752	number, and eddress):		FOR COURT USE ONLY	
Law Offices of Todd M. Friedman				
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TELEPHONE NO.: 323-306-4234	FAX NO.: 866-633-0228			י ט
ATTORNEY FOR (Name):			Superior Court of Calif	iorna ipe
SUPERIOR COURT OF CALIFORNIA, COUNTY OF LOS	SANGELES			
STREET ADDRESS: 111 North Hill Street MAILING ADDRESS: 111 North Hill Street		0	FEB 2 5 2021	
city and zip code: Los Angeles, CA 90012		Œ		
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Other PI/PD/WD (Personal Injury/Property Damage/Wrongful Death) Tort	Other collections (09)	H	Construction defect (10)	
Asbestos (04)	Insurance coverage (18) Other contract (37)	Ħ	Mass tort (40) Securities litigation (28)	
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