

CITY OF NEW YORK  
DEPARTMENT OF CONSUMER AFFAIRS

DEPARTMENT OF CONSUMER AFFAIRS,

Complainant,

-against-

GOTHAM PROCESS, INC.  
299 BROADWAY, SUITE 1401  
NEW YORK, NY 10007

Respondent.

X

**CONSENT ORDER**

Violation No. LL 5333260

License No. 1251720

(Process Serving Agency)

X

1. The Department of Consumer Affairs (“DCA” or “the Department”) and Gotham Process, Inc. (“Respondent”) enter into this Consent Order (“CO”) to resolve charges that Respondent violated the following laws and rules: Title 6 of the Rules of the City of New York (“6 RCNY”), Sections 2-236(a) and 2-236(c)(2).
2. This CO shall apply to Respondent and any other directors, officers, employees, agents, assignees, successors, or other business entities, whose acts, practices, or policies are directed, formulated, or controlled by Respondent.
3. Respondent enters into this CO to resolve these charges without the necessity of a Notice of Violation or a hearing.
4. The acceptance of this Consent Order by the Department shall not be deemed approval by the Department of any of Respondent’s business practices, and Respondent shall make no representations to the contrary.
5. Nothing in this Consent Order reduces any of Respondent’s obligations pursuant to any other Consent Order Respondent has entered into with the Department.

**INJUNCTIVE RELIEF**

6. Whenever Respondent receives any type of notice, including an oral communication, that a court has scheduled a hearing to determine whether service of process assigned by Respondent to an individual process server was effective, Respondent shall, within two (2) business days, inform in writing the individual process server whose service is being challenged of the scheduling of the hearing, the date and time of the hearing,

the title and index number of the action, and the court and judge before whom the hearing is scheduled.

7. Whenever Respondent receives any type of notice, including an oral communication, that a court has scheduled a hearing to determine whether service of process made or assigned by such licensee was effective, Respondent shall submit a report to the Department, within ten (10) days of receiving such notice, using the "Traverse Report Form for Process Servers/Agencies Who Signed a Consent Order" available at <http://nyc.gov/processserver> ("the DCA Process Server Website"). Respondent shall submit the completed traverse report form by e-mail to [TraverseReports@dca.nyc.gov](mailto:TraverseReports@dca.nyc.gov). Respondent shall include a copy of all written communications made pursuant to this paragraph with the traverse reports it submits to the Department, as well as all responses received from the individual process server.
8. Respondent shall ensure that the agency and the individual process server submit separate traverse reports to the Department for each hearing in which process assigned by Respondent to the individual process server was challenged.
9. Respondent shall learn the final result of each scheduled hearing in which process assigned by Respondent to the individual process server was challenged, including any judicial order, waiver of the hearing or voluntary settlement resolving the challenge to service of process, and obtain a copy of the court's decision on the matter. "Decision reserved" is not a final result.
10. If Respondent fails to learn the final result of the hearing and obtain a copy of the court's decision within 30 days of the scheduled hearing date, Respondent shall send a written inquiry to the plaintiff/petitioner or the plaintiff/petitioner's attorney to learn the final result and for a copy of the court's decision. If Respondent fails to receive a response to that inquiry within 60 days of the scheduled hearing date, Respondent shall search the court records. If Respondent is unable to learn the final result and obtain a copy of the court's decision within 90 days of the scheduled hearing date, Respondent shall (1) within 100 days of the scheduled hearing date, provide a written explanation to DCA that it was unable to learn the final result or obtain a copy of the court's decision and (2) continue to search the court records every 30 days until it learns the final result of the traverse hearing and is able to obtain a copy of the court's decision.
11. Respondent shall submit a report to the Department by email, to [TraverseReports@dca.nyc.gov](mailto:TraverseReports@dca.nyc.gov), using the "Traverse Report Form for Process Servers/Agencies Who Signed a Consent Order". Respondent shall submit the report within ten (10) days of learning the result and shall **attach a copy of the court's decision on the matter**, except that if the written decision is not available when Respondent learns of the court's ruling, Respondent shall submit its report to the

Department first and follow the procedures specified in the previous paragraph to obtain a copy of the court's decision. Respondent shall submit a copy of the court's decision to the Department within ten (10) days of obtaining it.

12. For every traverse hearing scheduled in the future relating to process that was distributed by Respondent for service in New York City, Respondent shall complete an entry on a "Service Investigation Report" form (available on the DCA Process Server Website) within ten (10) days of learning about the traverse hearing. Respondent shall follow every instruction contained in the Service Investigation Report and shall complete the report, including all subsequent updates to the report, truthfully, accurately and completely. Respondent shall maintain all entries on a single report form for at least seven (7) years.
13. Respondent shall maintain all records that it is required to maintain pursuant to the Department's rules and this Consent Order at the address where Respondent is licensed to conduct business as a process serving agency.
14. Respondent shall make all records that it is required to maintain pursuant to the Department's rules and this Consent Order immediately available to the Department's inspectors, upon request, between the hours of 9 a.m. and 5 p.m., Monday through Friday, excluding holidays.
15. Upon written demand or subpoena by the Department, Respondent shall:
  - (i) provide to the Department, within ten (10) days of the demand, any documents or records that the Department deems necessary to ascertain compliance with this Consent Order; and
  - (ii) provide a written response to each specific demand for records, including the identification of the records produced in response to each numbered demand and, if no records are submitted in response to a particular numbered demand, a detailed explanation of why such records are not being produced.
16. Upon notification from the Department, a principal of Respondent shall appear at the Department within sixty (60) days for a review of Respondent's compliance with the terms of this Order and such other issues as the Department, in its discretion, deems appropriate.

#### MISCELLANEOUS

17. Respondent affirms that the address and telephone number listed with the Department are current and correct.

18. Respondent appoints LINDA FORMAN as its designated agent who may be contacted regarding this CO and any consumer complaints and represents that the following is his/her e-mail address:

 \_\_\_\_\_.

19. Respondent acknowledges that the Department intends to use this e-mail address to communicate official matters to Respondent and Respondent agrees to accept such communications.
20. Respondent shall notify the Department in writing when its address, telephone number and/or e-mail address change within 10 days of such change.
21. Respondent shall notify the Department within ten (10) days of receipt of any (i) complaints, actions or proceedings filed against Respondent by consumers in any forum, including state and federal courts, the Better Business Bureau, the Office of the Attorney General of the State of New York, or any other agency or association, (ii) actions, proceedings or investigations by any government agency against Respondent; and (iii) results of any actions, proceedings or investigations against Respondent that resulted in the revocation or suspension of a license, the imposition of fines or restitution, a voluntary settlement, a court order, a criminal guilty plea, or a conviction.

#### FINES

22. Respondent shall pay a fine of **\$2,250** in settlement of all the violations to date in the above-referenced matter. Payment is due upon execution of this CO and shall be made by bank cashier's check or money order payable to "NYC Department of Consumer Affairs."

#### NON-COMPLIANCE WITH THIS ORDER

23. Any violation of federal, city or state process server laws or rules shall constitute a violation of this Consent Order.
24. Specific violations of this Consent Order shall constitute independent and separate violations of any applicable law, regulation or rule.
25. Violations of laws and rules and violations of this Consent Order shall be assessed as separate violations with separate fines, with a maximum penalty of \$1,000.00 for each violation.



**CITY OF NEW YORK  
DEPARTMENT OF CONSUMER AFFAIRS**

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DEPARTMENT OF CONSUMER AFFAIRS

**NOTICE OF HEARING**

Complainant,

-against-

Violation # LL 5333260

GOTHAM PROCESS, INC.  
299 BROADWAY, SUITE 1401  
NEW YORK, NY 10007

License # 1251720

Licensee/Respondent. (Process Serving Agency)

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In accordance with the powers of the Commissioner of the New York City Department of Consumer Affairs ("the Department") set forth in Section 2203(f) of Chapter 64 of the Charter of the City of New York and Section 20-104 of the Administrative Code of the City of New York ("the Code"), **YOU ARE HEREBY ORDERED TO APPEAR FOR A HEARING AT THE DEPARTMENT'S ADJUDICATION TRIBUNAL AT 66 JOHN STREET, 11TH FLOOR, NEW YORK, NEW YORK AT 8:30 A.M. ON MONDAY, SEPTEMBER 29, 2014;**

**AND SHOW CAUSE** why your license to operate as a process serving agency should not be suspended or revoked and why monetary penalties should not be imposed on you:

**APPLICABLE LAW**

1. Pursuant to Title 6 of the Rules of the City of New York ("6 RCNY") § 2-236(a), whenever a process serving agency receives notice that a court has scheduled a hearing to determine whether service of process assigned by the agency was effective (known as a "traverse hearing"), the agency must submit, by certified mail or e-mail, a written report to the Department within ten (10) days of receiving such notice. The written report must include the title and index number of the action, the court and the

judge before whom the hearing is scheduled, the date(s) of the hearing, and the name and license number of every licensee who effected service or assigned or distributed the process for service.

2. Pursuant to 6 RCNY § 2-236(c)(1), a process serving agency must attempt to learn the results of traverse hearings by following specific procedures, including communicating with the plaintiff or the plaintiff's attorney in writing and searching the court files sixty (60) and ninety (90) days after the hearing.
3. Pursuant to 6 RCNY § 2-236(c)(2), a process serving agency must submit a written report to the Department, by certified mail or e-mail, stating:
  - (a) the result of the traverse hearing (including any judicial order or voluntary settlement resolving the challenge to service of process) within ten (10) days of learning the result; or
  - (b) that he or she made attempts to learn the result of the traverse hearing but was unable to do so, within one hundred (100) days of the hearing.

### FACTS

4. Respondent is licensed by the Department as a process serving agency under license number 1251720.

#### Case 1: Felix Arrufat v. [REDACTED]

5. In or about 2010, process was distributed by Respondent to William Morrison for service in the matter of *Felix Arrufat v. [REDACTED]* (Index Number [REDACTED] Bronx County Supreme Court) ("Arrufat") and thereafter an affidavit of service executed by Mr. Morrison in which he attested that he had served such process in Arrufat was filed with the clerk of the court.
6. The court in Arrufat scheduled a traverse hearing for January 4, 2012 concerning the service of process allegedly made by Mr. Morrison.
7. Respondent received notice of the scheduling of the traverse hearing in Arrufat.

8. Respondent did not submit a written report to the Department, by certified mail or e-mail, that a traverse hearing had been scheduled in Arrufat within ten (10) days of receiving notice of the scheduled hearing.
9. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in Arrufat or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 2: 1647 Manhattan LLC v. [REDACTED]**

10. In or about 2011, process was distributed by Respondent to Byran McElderry for service in the matter of *1647 Manhattan LLC v. [REDACTED]* (Index Number [REDACTED], Kings County Housing Court) (“1647 Manhattan”) and thereafter an affidavit of service executed by Mr. McElderry in which he attested that he had served such process in 1647 Manhattan was filed with the clerk of the court.
11. The court in 1647 Manhattan scheduled a traverse hearing for February 10, 2012 concerning the service of process allegedly made by Mr. McElderry.
12. Respondent received notice of the scheduling of the traverse hearing in 1647 Manhattan.
13. Respondent did not submit a written report to the Department, by certified mail or e-mail, that a traverse hearing had been scheduled in 1647 Manhattan within ten (10) days of receiving notice of the scheduled hearing.
14. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in 1647 Manhattan or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 3: Long Island Jewish Medical Center v. [REDACTED]**

15. In or about 2011, process was distributed by Respondent to Ian Jean-Louis for service in the matter of *Long Island Jewish Medical Center v. [REDACTED]* (Index Number [REDACTED] Queens County Civil Court) (“Williams”) and thereafter an affidavit of service executed by Mr. Jean-Louis in which he attested that he had served such process in Williams was filed with the clerk of the court.
16. The court in Williams scheduled a traverse hearing for May 8, 2012 concerning the service of process allegedly made by Mr. Jean-Louis.
17. Respondent received notice of the scheduling of the traverse hearing in Williams.
18. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in Williams or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 4: Fia Card Services v. [REDACTED]**

19. In or about 2011, process was distributed by Respondent to Andre Meisel for service in the matter of *Fia Card Services v. [REDACTED]* (Index Number [REDACTED], New York County Civil Court) (“Fia Card Services”) and thereafter an affidavit of service executed by Mr. Meisel in which he attested that he had served such process in Fia Card Services was filed with the clerk of the court.
20. The court in Fia Card Services scheduled a traverse hearing for August 20, 2012 concerning the service of process allegedly made by Mr. Meisel.
21. Respondent received notice of the scheduling of the traverse hearing in Fia Card Services.

22. Respondent did not submit a written report to the Department, by certified mail or e-mail, that a traverse hearing had been scheduled in Fia Card Services within ten (10) days of receiving notice of the scheduled hearing.
23. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in Fia Card Services or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 5: Asset Acceptance LLC v. [REDACTED]**

24. In or about 2009, process was distributed by Respondent to Abraham Franco for service in the matter of *Asset Acceptance LLC v. [REDACTED]* (Index Number [REDACTED], Richmond County Civil Court) (“Asset Acceptance”) and thereafter an affidavit of service executed by Mr. Franco in which he attested that he had served such process in Asset Acceptance was filed with the clerk of the court.
25. The court in Asset Acceptance scheduled a traverse hearing for February 25, 2013 concerning the service of process allegedly made by Mr. Franco.
26. Respondent received notice of the scheduling of the traverse hearing in Asset Acceptance.
27. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in Asset Acceptance or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 6: D. Benedetto v. [REDACTED]**

28. In or about 2012, process was distributed by Respondent to William Morrison for service in the matter of *D. Benedetto v. [REDACTED]*

- [REDACTED], Richmond County Civil Court) (“Benedetto”) and thereafter an affidavit of service executed by Mr. Morrison in which he attested that he had served such process in Benedetto was filed with the clerk of the court.
29. The court in Benedetto scheduled a traverse hearing for March 6, 2013 concerning the service of process allegedly made by Mr. Morrison.
  30. Respondent received notice of the scheduling of the traverse hearing in Benedetto.
  31. Respondent did not submit a written report to the Department, by certified mail or e-mail, that a traverse hearing had been scheduled in Benedetto within ten (10) days of receiving notice of the scheduled hearing.
  32. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in Benedetto or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 7: MD Azgar Ali v. [REDACTED]**

33. In or about 2012, process was distributed by Respondent to Khalid Ibrahim for service in the matter of *MD Azgar Ali v. [REDACTED]* (Index Number [REDACTED], Queens County Civil Court) (“MD Azgar”) and thereafter an affidavit of service executed by Mr. Ibrahim in which he attested that he had served such process in MD Azgar was filed with the clerk of the court.
34. The court in MD Azgar scheduled a traverse hearing for October 8, 2013 concerning the service of process allegedly made by Mr. Ibrahim.
35. Respondent received notice of the scheduling of the traverse hearing in MD Azgar.
36. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in MD Azgar or that Respondent made

attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

**Case 8: Northstar Education Finance v. [REDACTED]**

37. In or about 2011, process was distributed by Respondent to Gerald Murray for service in the matter of *Northstar Education Finance v. [REDACTED]* (Index Number [REDACTED], Kings County Civil Court) (“Northstar”) and thereafter an affidavit of service executed by Mr. Murray in which he attested that he had served such process in Northstar was filed with the clerk of the court.
38. The court in Northstar scheduled a traverse hearing for January 25, 2014 concerning the service of process allegedly made by Mr. Murray.
39. Respondent received notice of the scheduling of the traverse hearing in Northstar.
40. Respondent did not submit a written report to the Department, by certified mail or e-mail, stating the result of the traverse hearing in Northstar or that Respondent made attempts to learn the result of the hearing but was unable to do so, within one hundred (100) days of the hearing.

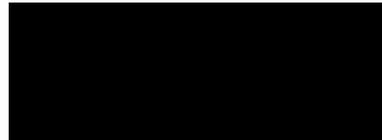
**CHARGES**

1. Respondent violated 6 RCNY § 2-236(a) by failing to report to the Department the scheduling of a traverse hearing within ten (10) days of receiving notice of the scheduled hearing. [4 counts]
2. Respondent violated 6 RCNY § 2-236(c)(2) by failing to, within one hundred (100) days after the scheduled date of a traverse hearing, report to the Department either:  
(a) the final result of the hearing; or (b) that Respondent made attempts to learn the final result of the hearing but was unable to do so. [8 counts]

**WHEREFORE**, the Department demands that an order issue: 1) imposing maximum fines on Respondent for each and every charge set forth herein; 2) suspending or revoking Respondent's license; 3) ordering Respondent to report to the Department, within 10 days, the results of any traverse hearings cited in this Notice of Hearing that Respondent has not reported to the Department; and 4) granting such other relief as is deemed just and proper.

Dated: July 23, 2014  
New York, New York

By:



Senior Staff Attorney  
Legal Division

## IMPORTANT INFORMATION FOR RESPONDENTS

**You have been charged with violating Laws and Rules of the New York City Department of Consumer Affairs.**

**FAILURE TO APPEAR AT THE HEARING:** If you do not appear at the DCA Adjudication Tribunal on the scheduled hearing date, you will be found guilty of the charges, you will be ordered to pay a fine, and your DCA license(s) may be revoked.

**ADJOURNMENTS:** Requests for adjournments must be received at least three (3) business days prior to the hearing date. **You may submit your request by e-mail to [adjournmentrequests@dca.nyc.gov](mailto:adjournmentrequests@dca.nyc.gov) (preferred method)** or by mail to DCA Adjudication Tribunal, 66 John Street, 11<sup>th</sup> Floor, New York, NY 10038. Make sure to include the violation number in your request. In addition, you must send a copy of your request to [process\\_server@dca.nyc.gov](mailto:process_server@dca.nyc.gov) or by mail to Shannon Bermingham, DCA Legal Division, 42 Broadway, 9<sup>th</sup> Floor, New York, NY 10004.

**REPRESENTATION:** Although it is not required, you may choose to bring a lawyer or authorized representative to the hearing.

**TRANSLATION SERVICES:** DCA will provide translation services at the hearing for you and your witnesses. You may not use your own interpreter at the hearing.

**REASONABLE ACCOMMODATION:** If you have a disability and require a reasonable accommodation on the day of the hearing, you must send a request, with proof, before the hearing date to the Adjudication Tribunal at [mycase@dca.nyc.gov](mailto:mycase@dca.nyc.gov) or call 311 (212-NEW-YORK outside NYC) and ask for “Consumer Affairs Hearing - Reasonable Accommodation.”

**SETTLEMENTS:** If you wish to settle the charges in this Notice of Hearing, you **must sign** the enclosed Consent Order and mail it to Shannon Bermingham, NYC Department of Consumer Affairs, 42 Broadway, 9<sup>th</sup> Floor, New York, New York 10004 by **August 25, 2014**. You must enclose, with the signed Consent Order, a bank check or money order made payable to the “NYC Department of Consumer Affairs” for **\$3,000**.

For additional information, visit DCA’s website at [www.nyc.gov/consumers](http://www.nyc.gov/consumers) or call 311.