UNITED STATES DISTRICT COURT FOR THE CENTRAL DISTRICT OF CALIFORNIA FEDERAL TRADE COMMISSION, Case No. 8:23-cv-0698-JWH-ADS Plaintiff, ORDER GRANTING v. STIPULATION FOR PERMANENT INJUNCTION, MONETARY RELIEF, AND OTHER RELIEF SL FINANCE LLC, a California limited liability company,
MICHAEL CASTILLO, individually
and as an officer of SL Finance LLC,
CHRISTIAN CASTILLO, individually
and as an officer of SL Finance LLC, Defendants.

Plaintiff, the Federal Trade Commission ("FTC"), filed its Complaint for Permanent Injunction, Monetary Relief, and Other Relief (the "Complaint") pursuant to Sections 13(b) and 19 of the Federal Trade Commission Act (the "FTC Act"), 15 U.S.C. §§ 53(b) and 57b, the Telemarketing and Consumer Fraud and Abuse Prevention Act (the "Telemarketing Act"), 15 U.S.C. §§ 6101-6108, Section 1401(c) of the COVID-19 Consumer Protection Act of the 2021 Consolidated Appropriations Act, Pub. L. No. 116-260, 134 Stat. 1182, Div. FF, Title XIV, § 1401(c) (Prohibiting Deceptive Acts or Practices in Connection With the Novel Coronavirus) (the "COVID-19 Consumer Protection Act"), and Section 522(a) of the Gramm-Leach-Bliley Act (the "GLB Act"), 15 U.S.C. § 6822(a). The FTC and Defendants stipulate to the entry of this [Proposed] Order for Permanent Injunction, Monetary Relief, and Other Relief (the "Order") to resolve all matters in dispute in this action between them.

I. FINDINGS

Therefore, good cause appearing, the Court hereby makes the following **FINDINGS**:

- A. This Court has jurisdiction over this matter.
- B. The Complaint charges that Defendants participated in deceptive acts or practices in violation of Section 5(a) of the FTC Act, 15 U.S.C. § 45(a), the Telemarketing Sales Rule (the "TSR"), 16 C.F.R. Part 310, Section 1401 of the COVID-19 Consumer Protection Act of the 2021 Consolidated Appropriations Act (the "COVID-19 Act"), Pub. L. No. 116-260, 134 Stat. 1182, Div. FF, Title XIV, § 1401, and Section 521 of the Gramm-Leach-Bliley Act (the "GLB Act"), 15 U.S.C. § 6821, in the deceptive marketing and sale of student loan debt relief services.
- C. Only for purposes of this action, Defendants admit the facts necessary to establish jurisdiction.

- D. Defendants waive any claim that they may have under the Equal Access to Justice Act, 28 U.S.C. § 2412, concerning the prosecution of this action through the date of this Order, and agree to bear their own costs and attorney fees.
- E. Defendants waive all rights to appeal or otherwise challenge or contest the validity of this Order.

II. DEFINITIONS

For the purpose of this Order, the following definitions apply:

- A. "Assisting Others" includes:
- 1. performing customer service functions, including receiving or responding to consumer complaints;
- 2. formulating or providing, or arranging for the formulation or provision of, any advertising or marketing material, including any telephone sales script, direct mail solicitation, or the design, text, or use of images of any Internet website, email, or other electronic communication;
- 3. formulating or providing, or arranging for the formulation or provision of, any marketing support material or service, including web or Internet Protocol addresses or domain name registration for any Internet websites, affiliate marketing services, or media placement services;
- 4. providing names of, or assisting in the generation of, potential customers;
- 5. performing marketing, billing, payment processing, or payment services of any kind; or
- 6. acting or serving as an owner, officer, director, manager, or principal of any entity.
- B. "Defendants" means the Individual Defendants and the Corporate Defendants, individually, collectively, or in any combination.

- 1. "Corporate Defendant(s)" means SL Finance LLC, and each of its subsidiaries, affiliates successors and assigns.
- 2. "Individual Defendants" means Michael Castillo and Christian Castillo, individually, collectively, or in any combination.
- C. "National Do Not Call Registry" means the "do-not-call" registry of telephone numbers maintained by the FTC pursuant to 16 C.F.R. § 310.4(b)(1)(iii)(B).
- D. "Outbound Telephone Call" means a telephone call initiated by a Telemarketer to induce the purchase of goods or services or to solicit a charitable contribution.
- E. "Person" means a natural person, organization, or other legal entity, including a corporation, partnership, proprietorship, association, cooperative, or any other group or combination acting as an entity.
 - F. "Receiver" means Thomas W. McNamara.
- G. "Receivership Entity(ies)" means the Corporate Defendant(s), as well as any other entity that has conducted any business related to Defendants' student loan debt relief services business, including receipt of assets derived from any activity that is the subject of the Complaint in this matter, and which the Receiver has reason to believe is owned or controlled in whole or in part by any Defendant.
 - H. "Secured or Unsecured Debt Relief Product or Service" means:
 - 1. With respect to any mortgage, loan, debt, or obligation between a person and one or more secured or unsecured creditors or debt collectors, any product, service, plan, or program represented, expressly or by implication:
 - a. to stop, prevent, or postpone any mortgage or deed of foreclosure sale for a person's dwelling, any other sale of collateral, any repossession of a person's dwelling or other collateral, or

otherwise save a person's dwelling or other collateral from 1 foreclosure or repossession; 2 3 b. to negotiate, obtain, or arrange a modification, or renegotiate, settle, reduce, or in any way alter any terms of the 4 mortgage, loan, debt, or obligation, including a reduction in the 5 amount of interest, principal balance, monthly payments, or fees 6 owed by a person to a secured or unsecured creditor or debt 7 collector; 8 to obtain any forbearance or modification in the timing 9 c. of payments from any secured or unsecured holder or servicer of *10* any mortgage, loan, debt, or obligation; 11 to negotiate, obtain, or arrange any extension of the d. 12 13 period of time within which a person may: 14 cure his or her default on the mortgage, loan, *15* debt, or obligation, 16 ii. reinstate his or her mortgage, loan, debt, or *17* obligation, 18 iii. redeem a dwelling or other collateral, or 19 exercise any right to reinstate the mortgage, iv. 20 loan, debt, or obligation or redeem a dwelling or other 21 collateral; 22 to obtain any waiver of an acceleration clause or e. 23 balloon payment contained in any promissory note or contract 24 secured by any dwelling or other collateral; or 25 f. to negotiate, obtain, or arrange: 26 a short sale of a dwelling or other collateral, i. 27 a deed-in-lieu of foreclosure, or ii. 28

iii. any other disposition of a mortgage, loan, debt, or obligation other than a sale to a third party that is not the secured or unsecured loan holder.

The foregoing shall include any manner of claimed assistance, including auditing or examining a person's application for the mortgage, loan, debt, or obligation.

- 2. With respect to any loan, debt, or obligation between a person and one or more unsecured creditors or debt collectors, any product, service, plan, or program represented, expressly or by implication:
 - a. to repay one or more unsecured loans, debts, or obligations; or
 - b. to combine unsecured loans, debts, or obligations into one or more new loans, debts, or obligations.
- I. "Seller" means any person who, in connection with a Telemarketing transaction, provides, offers to provide, or arranges for others to provide goods or services to the customer in exchange for consideration, whether or not such person is under the jurisdiction of the FTC.
- J. "Telemarketer" means any person who, in connection with Telemarketing, initiates or receives telephone calls to or from a customer or donor, whether or not such person is under the jurisdiction of the FTC.
- K. "Telemarketing" means any plan, program, or campaign which is conducted to induce the purchase of goods or services by use of one or more telephones, and which involves a telephone call, whether or not covered by the Telemarketing Sales Rule.

III. ORDER

In view of the foregoing, it is hereby **ORDERED** as follows:

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- 1. Defendants are permanently **RESTRAINED** and **ENJOINED** from advertising, marketing, promoting, offering for sale, selling, or Assisting Others in the advertising, marketing, promoting, offering for sale, or selling, of any Secured or Unsecured Debt Relief Product or Service.
- 2. Defendants and Defendants' officers, agents, employees, and attorneys, and all other Persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the advertising, marketing, promoting, offering for sale, or selling of any product, service, plan, or program are permanently **RESTRAINED** and **ENJOINED** from misrepresenting, or Assisting Others in misrepresenting, expressly or by implication:
 - a. any material aspect of the nature or terms of any refund, cancellation, exchange, or repurchase policy, including the likelihood of a consumer obtaining a full or partial refund, or the circumstances in which a full or partial refund will be granted to the consumer;
 - b. that any Person is affiliated with, endorsed or approved by, or otherwise connected to any other Person; government entity; public, non-profit, or other non-commercial program; or any other program;
 - c. any fact material to consumers concerning any good or service associated with the treatment, cure, prevention, mitigation, or diagnosis of COVID-19; or any fact material to consumers concerning any government benefit related to COVID-19;
 - d. the nature, expertise, position, or job title of any Person who provides any product, service, plan, or program;
 - e. that the ability to improve or otherwise affect a consumer's credit record, credit history, credit rating, or ability to obtain credit, including that a consumer's credit record, credit history, credit rating, or ability to obtain credit can be improved by permanently removing negative

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information from the consumer's credit record or history, even where such information is accurate and not obsolete;

- f. that a consumer will save money; or
- g. any other fact material to consumers concerning any good or service, such as: the total costs; any restrictions, limitations, or conditions; or any aspect of its performance, efficacy, nature, or central characteristics.
- 3. Defendants and Defendants' officers, agents, employees, and attorneys, and all other Persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with the advertising, marketing, promoting, offering for sale, or selling of any product, service, plan, or program are permanently **RESTRAINED** and **ENJOINED** from making any representation or Assisting Others in making any misrepresentation, expressly or by implication, about the benefits, performance, or efficacy of any product or service, unless the representation is non-misleading, and, at the time such representation is made, that Defendant possesses and relies upon competent and reliable evidence that is sufficient in quality and quantity based on standards generally accepted in relevant fields, when considered in light of the entire body of relevant and reliable evidence, to substantiate that the representation is true.
- 4. Defendants and Defendants' officers, agents, employees, and attorneys, and all other Persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly are permanently **RESTRAINED** and **ENJOINED** from:
 - a. obtaining, or attempting to obtain customer information of a financial institution (including bank account routing number, account number, or log-in credentials) from a consumer by making false, fictitious, or fraudulent representations to any consumer or financial institution; or

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- b. violating the Gramm-Leach-Bliley Act, 15 U.S.C. §§ 6801-6809, §§ 6821-6827, a copy of which is attached as **ATTACHMENT A**.
- 5. Defendants, Defendants' officers, agents, employees, and attorneys, and all other Persons in active concert or participation with any of them, who receive actual notice of this Order, whether acting directly or indirectly, in connection with Telemarketing are permanently **RESTRAINED** and **ENJOINED** from engaging in, or assisting and facilitating others in engaging in, any of the following practices:
 - a. initiating any Outbound Telephone Call to a Person when that Person has previously stated that he or she does not wish to receive an Outbound Telephone Call:
 - i. made by or on behalf of the Seller whose goods or services are being offered; or
 - ii. made on behalf of a charitable organization for which a charitable contribution is being solicited.
 - b. initiating any Outbound Telephone Call to a telephone number within a given area code unless the Seller, either directly or through another Person, has paid the annual fee for access to the telephone numbers within that area code that are included in the National Do Not Call Registry; and
 - c. violating the Telemarketing Sales Rule, 16 C.F.R. Part 310, attached as **ATTACHMENT B**.
 - 6. <u>Monetary Judgment and Partial Suspension</u>:
 - a. Judgment in the amount of five million, seven hundred ninety-eight thousand, nine hundred forty-six dollars and thirty-two cents (\$5,798,946.32) is entered in **FAVOR** of the FTC and **AGAINST** the Individual Defendants and Corporate Defendants, jointly and severally, as monetary relief.

- b. The monetary judgment set out in Paragraph 6(a) above is enforceable against any asset, real or personal, whether located within the United States or outside the United States, owned jointly or singly by, on behalf of, for the benefit of, in trust by or for, or as a deposit for future goods or services to be provided to, any Defendant, whether held as tenants in common, joint tenants with or without the right of survivorship, tenants by the entirety, and/or community property.
 - c. In partial satisfaction of the judgment against Defendants:
 - i. Defendants shall, within twenty (20) days after the date of entry of this Order, either:
 - (1) transfer to the FTC or its designated agent cash in the amount of \$230,962.95; or
 - (2) transfer to the Receiver title to the property located at 2546 Veronella Street, Henderson, NV 89044, in which case Defendants shall cooperate fully with the Receiver and shall execute any instrument or document presented by the Receiver, and do whatever else the Receiver deems necessary or desirable to effect such transfer.

Upon such transfer, the real property shall be an asset of the receivership estate, to be governed by Paragraph 10 of this Order.

- ii. Defendant Michael Castillo shall, within twenty (20) days after the date of entry of this Order, either:
 - (1) transfer to the FTC or its designated agent cash in the amount of \$13,723; or
 - (2) transfer to the Receiver title to the 2017 Tesla Model 3 listed on his financial statement, in which case Defendants shall cooperate fully with the Receiver and shall execute any instrument or document presented by the

Receiver, and do whatever else the Receiver deems necessary or desirable to effect such transfer.

Upon such transfer, the 2017 Tesla Model 3 shall be an asset of the receivership estate, to be governed by Paragraph 10 of this Order.

- iii. In addition to the amounts set forth in Paragraph 6(c)(i)-(ii) above, any financial or brokerage institution, escrow agent, title company, commodity trading company, business entity, or person, whether located within the United States or outside the United States, that holds, controls, or maintains accounts or assets of, on behalf of, or for the benefit of, any Receivership Entity, whether real or personal, whether located within the United States or outside the United States, shall, within ten (10) business days from receipt of a copy of this Order, turn over such accounts or assets to the Receiver or his designated agent.
- iv. In addition to the amounts set forth in Paragraphs 6(c)(i)-(iii) above, any financial or brokerage institution, escrow agent, title company, commodity trading company, business entity, or person, whether located within the United States or outside the United States, that holds, controls, or maintains accounts or assets of, on behalf of, or for the benefit of, any Individual Defendant, whether real or personal, whether located within the United States or outside the United States, shall, within ten (10) business days from receipt of a copy of this order, liquidate and turn over such account or asset to the FTC or its designated agent, including, but not limited to:
 - (1) Bank of America, N.A ("Bank of America") shall, within ten (10) days of receipt of a copy of this Order,

transfer to the FTC or its designated agent all holdings in account number xxxx4697 in the name of Christian Castillo;

- (2) Bank of America shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated agent all holdings in account number xxxx3848 in the name of Christian Castillo;
- (3) Bank of America shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated agent all holdings in account number xxxx3598 in the name of Michael Castillo;
- (4) Bank of America shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated agent all holdings in account number xxxx0458 in the name of Michael Castillo;
- (5) JP Morgan Chase Bank ("Chase") shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated agent all holdings in account number xxxx5623 in the name of Christian Castillo;
- (6) Chase shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated agent all holdings in account number xxxx8776 in the name of Christian Castillo;
- (7) Chase shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated agent all holdings in account number xxxx6730 in the name of Michael Castillo;
- (8) Chase shall, within ten (10) days of receipt of a copy of this Order, transfer to the FTC or its designated

agent all holdings in account number xxxx1923 in the name of Michael Castillo;

- (9) Robinhood Markets, Inc. ("Robinhood") shall, within ten (10) days of receipt of a copy of this Order, liquidate and transfer to the FTC or its designated agent all holdings in account number xxxx5072 and all other holdings in the name of Christian Castillo;
- (10) Robinhood shall, within ten (10) days of receipt of a copy of this Order, liquidate and transfer to the FTC or its designated agent all holdings in account number xxxx6589 and all other holdings in the name of Michael Castillo;
- (11) Coinbase Global Inc. shall, within ten (10) days of receipt of a copy of this Order, liquidate and transfer to the FTC or its designated agent all holdings held in the name of Christian Castillo;
- (12) Webull Corporation shall, within ten (10) days of receipt of a copy of this Order, liquidate and transfer to the FTC or its designated agent all holdings in account number xxxx4689 in the name of Christian Castillo.
- d. Upon such payment and all other asset transfers, as set forth in Paragraphs 6(c) above and Paragraph 7 below, the remainder of the judgment is suspended, subject to the Paragraphs below.
- e. The asset freeze is modified to permit the transfers and liquidations identified in this Paragraph. Upon completion of those transfers, the asset freeze as to Defendants is dissolved.
- f. The FTC's agreement to the suspension of part of the judgment is expressly premised upon the truthfulness, accuracy, and completeness of Defendants' sworn financial statements and related

1	documents (collectively, the "financial representations") submitted to
2	the FTC, namely:
3	i. the Financial Statement of Individual Defendant
4	Christian Castillo signed on May 19, 2023, including the
5	attachments;
6	ii. the Financial Statement of Individual Defendant
7	Michael Castillo signed on May 17, 2023, including the
8	attachments;
9	iii. the Financial Statement of Corporate Defendant SL
10	Finance LLC signed by Michael Castillo, CEO, on May 19, 2023,
11	including the attachments;
12	iv. The additional documentation submitted by email
13	from Defendants' counsel Karl Kronenberger to FTC counsel
14	Katherine Aizpuru dated May 30, 2023, attaching a receipt for
15	deposit of \$9,000 into Bank of America account xxxx3848 in the
16	name of Christian Castillo; and
17	v. The additional documentation submitted by email
18	from Defendants' counsel Karl Kronenberger to FTC counsel
19	Katherine Aizpuru dated June 2, 2023, attaching:
20	(1) Supplement to Fin. Statement—Indv.
21	(Christian Castillo) for Item 11;
22	(2) Supplement to Fin. Statement—Indv. (Michael
23	Castillo) for Item 11;
24	(3) Supplement to Fin. Statement—Indv. (Michael
25	Castillo) for Item 10;
26	(4) bank statements associated with Bank of
27	America accounts in the name of Michael Castillo; and
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7. Additional Monetary Provisions:

- a. Defendants relinquish dominion and all legal and equitable right, title, and interest in all assets transferred pursuant to this Order and may not seek the return of any assets.
- b. The facts alleged in the Complaint will be taken as true, without further proof, in any subsequent civil litigation by or on behalf of the FTC, including in a proceeding to enforce its rights to any payment or monetary judgment pursuant to this Order, such as a nondischargeability complaint in any bankruptcy case.
- c. The facts alleged in the Complaint establish all elements necessary to sustain an action by the FTC pursuant to Section 523(a)(2)(A) of the Bankruptcy Code, 11 U.S.C. § 523(a)(2)(A), and this Order will have collateral estoppel effect for such purposes.
- d. Defendants acknowledge that their Taxpayer Identification Numbers (Social Security Numbers or Employer Identification Numbers), which Defendants previously submitted to the FTC, may be used for collecting and reporting on any delinquent amount arising out of this Order, in accordance with 31 U.S.C. § 7701.
- e. All money received by the FTC pursuant to this Order may be deposited into a fund administered by the FTC or its designee to be used for consumer relief, such as redress and any attendant expenses for the administration of any redress fund. If a representative of the FTC decides that direct redress to consumers is wholly or partially impracticable or money remains after such redress is completed, the FTC may apply any remaining money for such related relief (including consumer information remedies) as it determines to be reasonably related to Defendants' practices alleged in the Complaint. Any money not used for relief is to be deposited to the U.S. Treasury. Defendants have no

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right to challenge any actions the FTC or its representatives may take pursuant to this Paragraph.

- 8. Defendants, Defendants' officers, agents, employees, attorneys, and all other Persons in active concert or participation with any of them, who receive actual notice of this Order, are permanently **RESTRAINED** and **ENJOINED** from directly or indirectly:
 - a. Failing to provide sufficient customer information to enable the FTC to efficiently administer consumer redress. Defendants represent that they have provided this redress information to the Commission. If a representative of the FTC requests in writing any information related to redress, Defendants must provide it, in the form prescribed by the FTC, within fourteen (14) days.
 - b. Disclosing, using, or benefitting from customer information, including the name, address, telephone number, email address, social security number, FSA ID, other identifying information, or any data that enables access to a customer's account (including a student loan account, credit card, bank account, or other financial account) that any Defendant obtained prior to entry of this Order in connection with the marketing or sale of Secured or Unsecured Debt Relief Products or Services; and
 - c. Failing to destroy such customer information in all forms in their possession, custody, or control within thirty (30) days after receipt of written direction to do so from a representative of the FTC.

Provided, however, that customer information need not be disposed of, and may be disclosed, to the extent requested by a government agency or required by law, regulation, or court order.

9. Defendants must fully cooperate with representatives of the FTC in this case and in any investigation related to or associated with the transactions or the occurrences that are the subject of the Complaint. Defendants must

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provide truthful and complete information, evidence, and testimony. Individual Defendants must appear and Corporate Defendants must cause Defendants' officers, employees, representatives, or agents to appear for interviews, discovery, hearings, trials, and any other proceedings that a FTC representative may reasonably request upon five (5) days written notice, or other reasonable notice, at such places and times as a FTC representative may designate, without the service of a subpoena.

- 10. Thomas McNamara, Esq., shall continue as a permanent receiver over the Receivership Entities with full powers of a permanent receiver, including but not limited to those powers set forth in the Preliminary Injunction [ECF No. 38]. The Receiver is directed to wind up the Receivership Entities and liquidate all assets within 180 days after entry of this Order. Any party or the Receiver may request that the Court extend the Receiver's term for good cause. Upon termination of the receivership and final payment to the Receiver of all approved fees, costs, and expenses, the Receiver shall turn over to the FTC or its designated agent all remaining assets in the receivership estate.
- Defendants shall obtain acknowledgments of receipt of this Order, 11. as follows:
 - Each Defendant, within seven (7) days of entry of this Order, a. must submit to the FTC an acknowledgment of receipt of this Order sworn under penalty of perjury.
 - For fifteen (15) years after entry of this Order, each Individual Defendant for any business that such Defendant, individually or collectively with any other Defendants, is the majority owner or controls directly or indirectly, and each Corporate Defendant, must deliver a copy of this Order to:
 - all principals, officers, directors, and LLC managers and members;

- ii. all employees having managerial responsibilities for Secured or Unsecured Debt Relief Products or Services, and all agents and representatives who participate in the Secured or Unsecured Debt Relief Products or Services; and
- iii. any business entity resulting from any change in structure as set forth in Paragraph 12. Delivery must occur within seven (7) days of entry of this Order for current personnel. For all others, delivery must occur before they assume their responsibilities.
- c. From each individual or entity to which a Defendant delivered a copy of this Order, that Defendant must obtain, within thirty (30) days, a signed and dated acknowledgment of receipt of this Order.
- 12. Defendants shall make timely submissions to the FTC, as follows:
- a. One year after entry of this Order, each Defendant must submit a compliance report, sworn under penalty of perjury:
 - i. Each Defendant must:
 - (1) identify the primary physical, postal, and email address and telephone number, as designated points of contact, which representatives of the FTC may use to communicate with Defendant;
 - (2) identify all of that Defendant's businesses by all of their names, telephone numbers, and physical, postal, email, and Internet addresses;
 - (3) describe the activities of each business, including the goods and services offered, the means of advertising, marketing, and sales, and the involvement of any other Defendant (which the Individual Defendants must

describe if they know or should know due to their own

- describe in detail whether and how that Defendant is in compliance with each Paragraph of this
- provide a copy of each Order Acknowledgment obtained pursuant to this Order, unless previously submitted
- Additionally, each Individual Defendant must:
 - identify all telephone numbers and all physical, postal, email and Internet addresses, including all residences;
 - identify all business activities, including any business for which such Defendant performs services whether as an employee or otherwise and any entity in which such Defendant has any ownership interest; and
 - describe in detail such Defendant's involvement in each such business, including title, role, responsibilities, participation, authority, control, and any ownership.
- For fifteen (15) years after entry of this Order, each Defendant must submit a compliance notice, sworn under penalty of perjury, within 14 days of any change in the following:
 - Each Defendant must report any change in:
 - any designated point of contact; or
 - the structure of any Corporate Defendant or any entity that any Defendant has any ownership interest in or controls directly or indirectly that may affect compliance obligations arising under this Order, including: creation, merger, sale, or dissolution of the entity or any subsidiary,

parent, or affiliate that engages in any acts or practices 1 subject to this Order. 2 Additionally, each Individual Defendant must report 3 ii. any change in: 4 (1) name, including aliases or fictitious name, or 5 residence address; or 6 title or role in any business activity, including 7 any business for which such Defendant performs services 8 whether as an employee or otherwise and any entity in which 9 *10* such Defendant has any ownership interest, and identify the name, physical address, and any Internet address of the 11 business or entity. *12* 13 Each Defendant must submit to the FTC notice of the filing c. of any bankruptcy petition, insolvency proceeding, or similar proceeding 14 by or against such Defendant within fourteen (14) days of its filing. 15 d. Any submission to the FTC required by this Order to be *16* sworn under penalty of perjury must be true and accurate and comply 17 with 28 U.S.C. § 1746, such as by concluding: "I declare under penalty of 18 perjury under the laws of the United States of America that the foregoing 19 is true and correct. Executed on: " and supplying the date, 20 signatory's full name, title (if applicable), and signature. 21 Unless otherwise directed by a FTC representative in 22 writing, all submissions to the FTC pursuant to this Order must be 23 24 emailed to DEbrief@ftc.gov or sent by overnight courier (not the U.S. Postal Service) to: Associate Director for Enforcement, Bureau of 25 Consumer Protection, Federal Trade Commission, 600 Pennsylvania 26 Avenue NW, Washington, DC 20580. The subject line must begin: 27

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- 13. Defendants must create certain records for fifteen (15) years after entry of the Order, and retain each such record for five (5) years. Specifically, each Defendant for any business that such Defendant, individually or collectively with any other Defendants, is a majority owner or controls directly or indirectly, must create and retain the following records:
 - a. accounting records showing the revenues from all goods or services sold;
 - b. personnel records showing, for each person providing services, whether as an employee or otherwise, that person's: name; addresses; telephone numbers; job title or position; dates of service; and (if applicable) the reason for termination;
 - c. records of all consumer complaints and refund requests, whether received directly or indirectly, such as through a third party, and any response;
 - d. all records necessary to demonstrate full compliance with each provision of this Order, including all submissions to the FTC; and
 - e. a copy of each unique advertisement or other marketing material.
- 14. For the purpose of monitoring Defendants' compliance with this Order, including the financial representations upon which part of the judgment was suspended and any failure to transfer any assets as required by this Order:
 - a. Within 14 days of receipt of a written request from a representative of the FTC, each Defendant must: submit additional compliance reports or other requested information, which must be sworn under penalty of perjury; appear for depositions; and produce documents for inspection and copying. The FTC is also authorized to obtain discovery, without further leave of court, using any of the procedures

prescribed by Rules 29, 30 (including telephonic depositions), 31, 33, 34, 36, 45, and 69 of the Federal Rules of Civil Procedure.

- b. For matters concerning this Order, the FTC is authorized to communicate directly with each Defendant. Defendant must permit representatives of the FTC to interview any employee or other Person affiliated with any Defendant who has agreed to such an interview. The Person interviewed may have counsel present.
- c. The FTC may use all other lawful means, including posing, through its representatives as consumers, suppliers, or other individuals or entities, to Defendants or any individual or entity affiliated with Defendants, without the necessity of identification or prior notice. Nothing in this Order limits the FTC's lawful use of compulsory process, pursuant to Sections 9 and 20 of the FTC Act, 15 U.S.C. §§ 49, 57b-1.
- d. Upon written request from a representative of the FTC, any consumer reporting agency must furnish consumer reports concerning Individual Defendants, pursuant to Section 604(1) of the Fair Credit Reporting Act, 15 U.S.C. § 1681b(a)(1).
- 15. This Court retains jurisdiction of this matter for purposes of construction, modification, and enforcement of this Order.

IT IS SO ORDERED.

Dated: October 24, 2023

John **W**. Holcomb UNITED STATES DISTRICT JUDGE