

AEGIS LAW FIRM, PC

SAMUEL A. WONG, State Bar No. 217104

KASHIF HAQUE, State Bar No. 218672

JESSICA L. CAMPBELL, State Bar No. 280626

JOSEPH M. SZILAGYI, State Bar No. 317450

9811 Irvine Center Drive, Suite 100

Irvine, California 92618

Telephone: (949) 379-6250

Facsimile: (949) 379-6251

Email: jcampbell@aegislawfirm.com

Email: jszilagyi@aegislawfirm.com

Attorneys for Plaintiff Octavia Holdman, individually,
and on behalf of all others similarly situated.

SUPERIOR COURT OF THE STATE OF CALIFORNIA

FOR THE COUNTY OF CONTRA COSTA

OCTAVIA HOLDMAN, individually and
on behalf of all others similarly situated,

Plaintiffs,

v.

PACIFIC SERVICE CREDIT UNION; and
DOES 1 through 20, inclusive,

Defendants.

Case No. C21-00644

Assigned for all purposes to:

Dept: 39

FIRST AMENDED COMPLAINT FOR:

1. Failure to Pay Minimum Wages;
2. Failure to Pay Overtime Wages;
3. Failure to Provide Meal Periods;
4. Failure to Permit Rest Breaks;
5. Failure to Reimburse Business Expenses;
6. Failure to Provide Accurate Itemized Wage Statements;
7. Failure to Pay All Wages Due Upon Separation of Employment; and
8. Violation of Business and Professions Code §§ 17200, *et seq.*
9. Enforcement of Labor Code § 2698 *et seq.* (“PAGA”)

1 Plaintiff Octavia Holdman, individually and on behalf of others similarly situated, alleges
2 as follows:

3 **NATURE OF ACTION AND INTRODUCTORY STATEMENT**

4 1. Plaintiff Octavia Holdman (“Plaintiff”) brings this putative class action and
5 representative action pursuant to the Private Attorneys General Act of 2004, Cal. Lab. Code. §
6 2698 *et seq.*, against defendant Pacific Service Credit Union, and DOES 1 through 20, inclusive
7 (collectively, “Defendants”), on Plaintiff’s own behalf and on behalf of aggrieved employees and
8 a putative class of Defendant’s non-exempt employees throughout California.

9 2. Defendants are in the business of providing financial services.

10 3. Through this action, Plaintiff alleges that Defendants engaged in a systematic
11 pattern of wage and hour violations under the California Labor Code and Industrial Welfare
12 Commission (“IWC”) Wage Orders, all of which contribute to Defendants’ deliberate unfair
13 competition.

14 4. Plaintiff is informed and believe, and thereon alleges, that Defendants have
15 increased their profits by violating state wage and hour laws by, among other things:

- 16 (a) failing to pay all wages (including minimum wages, overtime wages, and
17 sick pay) at the proper rate;
- 18 (b) failing to provide lawful meal periods or compensation in lieu thereof;
- 19 (c) failing to authorize or permit lawful rest breaks or provide compensation
20 in lieu thereof;
- 21 (d) failing to reimburse necessary business-related expenses;
- 22 (e) failing to provide accurate itemized wage statements; and
- 23 (f) failing to pay all wages due upon separation of employment.

24 5. Plaintiff seeks monetary relief against Defendants on behalf of herself and all
25 others similarly situated in California to recover, among other things, unpaid wages, un-
26 reimbursed business expenses, benefits, interest, attorneys’ fees, costs and expenses, and
27 penalties pursuant to Labor Code §§ 201, 202, 203, 204, 210, 226, 226.3, 226.7, 246, 510, 512,
28

1 558, 1174, 1174.5, 1182.12, 1194, 1194.2, 1197, 1197.1, 1198, 2800, and 2802, and Code of
2 California Civil Procedure § 1021.5.

3 **JURISDICTION AND VENUE**

4 6. This is a class action pursuant to California Code of Civil Procedure § 382 and a
5 representative action brought under the Private Attorneys General Act of 2004, Cal. Lab. Code
6 §§ 2698, et seq. (“PAGA”). The monetary damages and restitution sought by Plaintiff exceed the
7 minimal jurisdictional limits of the Superior Court and will be established according to proof at
8 trial.

9 7. This Court has jurisdiction over this action pursuant to the California
10 Constitution, Article VI, § 10, which grants the Superior Court original jurisdiction in all causes
11 except those given by statutes to other courts. The statutes under which this action is brought do
12 not specify any other basis for jurisdiction.

13 8. This Court has jurisdiction over all Defendants because, upon information and
14 belief, they are citizens of California, have sufficient minimum contacts in California, or
15 otherwise intentionally avail themselves of the California market so as to render the exercise of
16 jurisdiction over them by the California courts consistent with traditional notions of fair play and
17 substantial justice.

18 9. Venue is proper in this Court because, upon information and belief, Defendants
19 reside, transact business, or have offices in this county, and the acts and omissions alleged herein
20 took place in this county.

21 **THE PARTIES**

22 10. Plaintiff is a resident of California and worked for Defendants during the relevant
23 time periods as alleged herein.

24 11. Plaintiff is informed and believes, and thereon alleges that at all times hereinafter
25 mentioned, Defendants were and are subject to the Labor Code and IWC Wage Orders as
26 employers, whose employees were and are engaged throughout this county and the State of
27 California.

1 12. Plaintiff is unaware of the true names or capacities of the defendants sued herein
2 under the fictitious names DOES 1 through 20, but will seek leave of this Court to amend this
3 Complaint and serve such fictitiously named defendants once their names and capacities become
4 known.

5 13. Plaintiff is informed and believes, and thereon alleges, that DOES 1 through 20
6 are or were the partners, agents, owners, shareholders, managers, or employees of Defendants at
7 all relevant times.

8 14. Plaintiff is informed and believes, and thereon alleges, that each defendant acted
9 in all respects pertinent to this action as the agent of the other defendant, carried out a joint
10 scheme, business plan, or policy in all respects pertinent hereto, and the acts of each defendant
11 are legally attributable to the other defendant. Furthermore, defendants in all respects acted as the
12 employer and/or joint employer of Plaintiff and the class members.

13 15. Plaintiff is informed and believes, and thereon alleges, that each and all of the acts
14 and omissions alleged herein were performed by, or are attributable to, Defendants and/or DOES
15 1 through 20, acting as the agent or alter ego for the other, with legal authority to act on the
16 other's behalf. The acts of any and all Defendants were in accordance with, and represent, the
17 official policy of Defendants.

18 16. At all relevant times, Defendants, and each of them, acted within the scope of
19 such agency or employment, or ratified each and every act or omission complained of herein. At
20 all relevant times, Defendants, and each of them, aided and abetted the acts and omissions of
21 each and all the other Defendants in proximately causing the damages herein alleged.

22 17. Plaintiff is informed and believes, and thereon alleges, that each of said
23 Defendants is in some manner intentionally, negligently, or otherwise responsible for the acts,
24 omissions, occurrences, and transactions alleged herein.

25 **CLASS ACTION ALLEGATIONS**
26
27
28

1 18. Plaintiff brings this action under Code of Civil Procedure § 382 on Plaintiff's own
2 behalf and on behalf of all others similarly situated who were affected by Defendants' Labor
3 Code, Business and Professions Code §§ 17200, and IWC Wage Order violations.

4 19. All claims alleged herein arise under California law for which Plaintiff seeks
5 relief authorized by California law.

6 20. Plaintiff's proposed class consists of and is defined as follows:

7 Class

8 All current or former non-exempt employees of Defendant employed in the State
9 of California at any time between October 4, 2016¹ and the date of class
10 certification ("Class").

11 21. Plaintiff also seeks to certify the following subclasses of employees:

12 Waiting Time Subclass

13 All members of the Class who separated their employment with Defendant at any
14 time between October 4, 2017 and the date of class certification ("Waiting Time
15 Subclass").

16 22. Plaintiff reserves the right to modify or re-define the Class, establish additional
17 subclasses, or modify or re-define any class or subclass definition as appropriate based on
18 investigation, discovery, and specific theories of liability.

19 23. Members of the Class and the Waiting Time Subclass described above will be
20 collectively referred to as "Class Members."

21 24. There are common questions of law and fact as to the Class Members that
22 predominate over any questions affecting only individual members including, but not limited to,
23 the following:

24
25
26 ¹ The statute of limitations for this matter was tolled between April 6, 2020 and October 1, 2020
27 pursuant to Cal. Rules of Court, Appendix I, Emergency Rule No. 9.

- 1 (a) Whether Defendants failed to pay Plaintiff and Class Members all wages
2 (including minimum wages and overtime wages) for all hours worked by
3 Plaintiff and Class Members.
- 4 (b) Whether Defendants required Plaintiff and Class Members to work over
5 eight (8) hours per day, over twelve (12) hours per day, and/or over forty
6 (40) hours per week and failed to pay them proper overtime compensation
7 for all overtime hours worked.
- 8 (c) Whether Defendants deprived Plaintiff and Class Members of timely meal
9 periods or required Plaintiff and Class Members to work through meal
10 periods without legal compensation.
- 11 (d) Whether Defendants deprived Plaintiff and Class Members of rest breaks
12 or required Plaintiff and Class Members to work through rest breaks.
- 13 (e) Whether Defendants failed to reimburse Plaintiff and Class Members for
14 necessary business-related costs expended for the benefit of Defendants.
- 15 (f) Whether Defendants failed to provide Plaintiff and Class Members
16 accurate itemized wage statements.
- 17 (g) Whether Defendants failed to timely pay the Waiting Time Subclass all
18 wages due upon termination or within seventy-two (72) hours of
19 resignation.
- 20 (h) Whether Defendants' conduct was willful or reckless.
- 21 (i) Whether Defendants engaged in unfair business practices in violation of
22 Business and Professions Code §§ 17200, *et seq.*

23 25. There is a well-defined community of interest in this litigation and the proposed
24 Class and subclasses are readily ascertainable:

25 (a) Numerosity: The Class Members are so numerous that joinder of all
26 members is impractical. Although the members of the Class are unknown to Plaintiff at this time,
27 on information and belief, the Class is estimated to be greater than fifty (50) individuals. The
28

1 identities of the Class Members are readily ascertainable by inspection of Defendants'
2 employment and payroll records.

3 (b) Typicality: Plaintiff's claims (or defenses, if any) are typical of the claims
4 (or defenses, if any) of the Class Members because Defendants' failure to comply with the
5 provisions of California's wage and hour laws entitled each Class Member to similar pay,
6 benefits, and other relief. The injuries sustained by Plaintiff are also typical of the injuries
7 sustained by the Class Members, because they arise out of and are caused by Defendants'
8 common course of conduct as alleged herein.

9 (c) Adequacy: Plaintiff will fairly and adequately represent and protect the
10 interests of all Class Members because it is in Plaintiff's best interest to prosecute the claims
11 alleged herein to obtain full compensation and penalties due. Plaintiff's attorneys, as proposed
12 class counsel, are competent and experienced in litigating large employment class actions and
13 versed in the rules governing class action discovery, certification, and settlement. Plaintiff has
14 incurred and, throughout the duration of this action, will continue to incur attorneys' fees and
15 costs that have been and will be necessarily expended for the prosecution of this action for the
16 substantial benefit of the Class Members.

17 (d) Superiority: The nature of this action makes use of class action
18 adjudication superior to other methods. A class action will achieve economies of time, effort, and
19 expense as compared with separate lawsuits and will avoid inconsistent outcomes because the
20 same issues can be adjudicated in the same manner for the entire Class and Waiting Time
21 Subclass at the same time. If appropriate, this Court can, and is empowered to, fashion methods
22 to efficiently manage this case as a class action.

23 (e) Public Policy Considerations: Employers in the State of California violate
24 employment and labor laws every day. Current employees are often afraid to assert their rights
25 out of fear of direct or indirect retaliation. Former employees are fearful of bringing actions
26 because they believe their former employers might damage their future endeavors through
27 negative references and/or other means. Class actions provide class members who are not named
28

1 in the complaint with a type of anonymity that allows for the vindication of their rights while
2 affording them privacy protections.

3 **GENERAL ALLEGATIONS**

4 26. At all relevant times mentioned herein, Defendants employed Plaintiff and other
5 California residents as non-exempt employees or employees throughout California at
6 Defendants' California business location(s).

7 27. Defendants continue to employ non-exempt employees or employees within
8 California.

9 28. Plaintiff is informed and believes, and thereon alleges, that at all times herein
10 mentioned, Defendants were advised by skilled lawyers, employees, and other professionals who
11 were knowledgeable about California's wage and hour laws, employment and personnel
12 practices, and the requirements of California law.

13 29. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
14 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled
15 to receive wages for all time worked (including minimum wages and overtime wages) and that
16 they were not receiving all wages earned for work that was required to be performed. In violation
17 of the Labor Code and IWC Wage Orders, Plaintiff, Class Members, and other aggrieved
18 employees were not paid all wages (including minimum wages, overtime wages and sick pay)
19 for all hours worked, including, but not limited to requiring work off-the-clock, and failing to
20 compensate Plaintiff, Class Members, and other aggrieved employees for these hours.
21 Defendants also failed to adjust the overtime rate paid to Plaintiff, Class Members, and other
22 aggrieved employees when they earned incentive pay, bonuses, and piece rate pay.

23 30. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
24 should have known that Plaintiff and Class Members were entitled to receive all required meal
25 periods or payment of one (1) additional hour of pay at Plaintiff's and Class Members' regular
26 rate of pay when they did not receive a timely, uninterrupted meal period. In violation of the
27 Labor Code and IWC Wage Orders, Plaintiff and Class Members did not receive all meal periods
28

1 or payment of one (1) additional hour of pay at Plaintiff's and Class Members' regular rate of
2 pay when they did not receive a timely, uninterrupted meal period.

3 31. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
4 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled
5 to receive all rest breaks or payment of one (1) additional hour of pay at Plaintiff's, Class
6 Members', and other aggrieved employees' regular rate of pay when a rest break was late,
7 missed, or interrupted. In violation of the Labor Code and IWC Wage Orders, Plaintiff and Class
8 Members did not receive all rest breaks or payment of one (1) additional hour of pay at
9 Plaintiff's, Class Members', and other aggrieved employees' regular rate of pay when a rest
10 break was missed, late, or interrupted.

11 32. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
12 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled
13 to reimbursement and/or indemnification for all necessary business expenditures or losses as a
14 direct consequence of the discharge of their duties, or of their obedience to the directions of
15 Defendants. In violation of the Labor Code and IWC Wage Orders, Plaintiff, Class Members,
16 and other aggrieved employees incurred necessary business expenses or losses, but were not
17 reimbursed nor indemnified of such expenses or losses that were incurred as a direct
18 consequence of the discharge of their duties, or of their obedience to the directions of
19 Defendants.

20 33. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
21 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled
22 to receive itemized wage statements that accurately showed the following information pursuant
23 to the Labor Code: (1) gross wages earned; (2) total hours worked by the employee; (3) the
24 number of piece-rate units earned and any applicable piece rate if the employee is paid on a
25 piece-rate basis; (4) all deductions, provided that all deductions made on written orders of the
26 employee may be aggregated and shown as one item; (5) net wages earned; (6) the inclusive
27 dates of the period for which the employee is paid; (7) the name of the employee and only the
28

1 last four digits of his or her social security number or an employee identification number other
2 than a social security number; (8) the name and address of the legal entity that is the employer;
3 and (9) all applicable hourly rates in effect during the pay period and the corresponding number
4 of hours worked at each hourly rate by the employee. In violation of the Labor Code, Plaintiff,
5 Class Members, and other aggrieved employees were not provided with accurate itemized wage
6 statements.

7 34. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
8 should have known that the Waiting Time Subclass was entitled to timely payment of wages due
9 upon separation of employment. In violation of the Labor Code, the Waiting Time Subclass did
10 not receive payment of all wages within the permissible time periods.

11 35. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or
12 should have known they had a duty to compensate Plaintiff, Class Members, and other aggrieved
13 employees, and Defendants had the financial ability to pay such compensation but willfully,
14 knowingly, and intentionally failed to do so in order to increase Defendants' profits.

15 36. Therefore, Plaintiff brings this lawsuit seeking monetary and injunctive relief
16 against Defendants on Plaintiff's own behalf and on behalf of all Class Members and other
17 aggrieved employees to recover, among other things, unpaid wages (including minimum wages,
18 overtime wages, and sick pay), unpaid meal period premium payments, unpaid rest period
19 premium payments, unreimbursed business expenditures, interest, attorneys' fees, penalties,
20 costs, and expenses.

21 **FIRST CAUSE OF ACTION**

22 **FAILURE TO PAY MINIMUM WAGES**

23 (Violation of Labor Code §§ 1194, 1194.2, and 1197; Violation of IWC Wage Order §3-4)

24 37. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
25 though fully set forth herein.

38. Labor Code §§ 1194 and 1197 provide that the minimum wage for employees fixed by the IWC is the minimum wage to be paid to employees, and the payment of a lesser wage than the minimum so fixed is unlawful.

39. Plaintiff and Class Members were employees entitled to the protections of Labor Code §§ 1194 and 1197.

40. During the relevant time period, Defendants failed to pay Plaintiff and Class Members all wages owed when Defendants did not pay for all hours worked.

41. During the relevant time period, Defendants failed to pay at least minimum wage to Plaintiff and Class Members for all hours worked pursuant to Labor Code §§ 1194 and 1197.

42. Defendants' failure to pay Plaintiff and Class Members the required minimum wage violates Labor Code §§ 1194 and 1197. Pursuant to these sections, Plaintiff and Class Members are entitled to recover the unpaid balance of their minimum wage compensation as well as interest, costs, and attorneys' fees.

43. Pursuant to Labor Code § 1194.2, Plaintiff and Class Members are entitled to recover liquidated damages in an amount equal to the wages unlawfully unpaid and the accrued interest thereon.

SECOND CAUSE OF ACTION

FAILURE TO PAY OVERTIME

(Violation of Labor Code §§ 510, 1194, and 1198; Violation of IWC Wage Order § 3)

44. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as though fully set forth herein.

45. Labor Code § 1198 and the applicable IWC Wage Order provide that it is unlawful to employ persons without compensating them at a rate of pay either one and one-half (1½) or two (2) times the person's regular rate of pay, depending on the number of hours worked by the person on a daily or weekly basis.

46. Specifically, the applicable IWC Wage Orders provide that Defendants are and were required to pay overtime compensation to Plaintiff and Class Members at the rate of one

1 and one-half times (1½) their regular rate of pay when working and for all hours worked in
2 excess of eight (8) hours in a day or more than forty (40) hours in a workweek and for the first
3 eight (8) hours of work on the seventh day of work in a workweek.

4 47. The applicable IWC Wage Orders further provide that Defendants are and were
5 required to pay overtime compensation to Plaintiff and Class Members at a rate of two times
6 their regular rate of pay when working and for all hours worked in excess of twelve (12) hours in
7 a day or in excess of eight (8) hours on the seventh day of work in a workweek.

8 48. California Labor Code § 510 codifies the right to overtime compensation at one
9 and one-half (1½) times the regular hourly rate for hours worked in excess of eight (8) hours in a
10 day or forty (40) hours in a week and for the first eight (8) hours worked on the seventh
11 consecutive day of work, and overtime compensation at twice the regular hourly rate for hours
12 worked in excess of twelve (12) hours in a day or in excess of eight (8) hours in a day on the
13 seventh day of work in a workweek.

14 49. Labor Code § 510 and the applicable IWC Wage Orders provide that employment
15 of more than six days in a workweek is only permissible if the employer pays proper overtime
16 compensation as set forth herein.

17 50. Plaintiff and Class Members were employees entitled to the protections of
18 California Labor Code §§ 510 and 1194.

19 51. During the relevant time period, Defendants required Plaintiff and Class Members
20 to work in excess of eight (8) hours in a day, forty (40) hours in a week, and/or on a seventh
21 consecutive day of work, entitling them to overtime wages.

22 52. During the relevant time period, Defendants failed to pay Plaintiff and Class
23 Members overtime wages for all overtime hours worked when Defendants failed to pay for time
24 spent working off-the-clock. To the extent these hours qualify for the payment of overtime
25 wages, Plaintiff and Class Members were not paid proper overtime wages. Further, when
26 Defendants paid overtime wages, they were sometimes miscalculated because, among other
27 reasons, Defendants did not include all non-discretionary pay in the calculation.

1 53. In violation of California law, Defendants knowingly and willfully refused to
2 perform their obligations and compensate Plaintiff and Class Members for all wages earned and
3 all hours worked.

4 54. Defendants' failure to pay Plaintiff and Class Members the unpaid balance of
5 overtime compensation, as required by California law, violates the provisions of Labor Code §§
6 510 and 1198, and is therefore unlawful.

7 55. Pursuant to Labor Code § 1194, Plaintiff and Class Members are entitled to
8 recover their unpaid overtime and double time compensation as well as interest, costs, and
9 attorneys' fees.

10 ///

11 ///

12 ///

13 **THIRD CAUSE OF ACTION**

14 **FAILURE TO PROVIDE MEAL PERIODS**

15 (Violation of Labor Code §§ 226.7 and 512; Violation of IWC Wage Order § 11)

16 56. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
17 though fully set forth herein.

18 57. Labor Code § 226.7 provides that no employer shall require an employee to work
19 during any meal period mandated by the IWC Wage Orders.

20 58. Section 11 of the applicable IWC Wage Order states, "[n]o employer shall
21 employ any person for a work period of more than five (5) hours without a meal period of not
22 less than 30 minutes, except that when a work period of not more than six (6) hours will
23 complete the day's work the meal period may be waived by mutual consent of the employer and
24 the employee."

25 59. Labor Code § 512(a) provides that an employer may not require, cause, or permit
26 an employee to work for a period of more than five (5) hours per day without providing the
27 employee with an uninterrupted meal period of not less than thirty (30) minutes, except that if
28

1 the total work period per day of the employee is not more than six (6) hours, the meal period may
2 be waived by mutual consent of both the employer and the employee.

3 60. Labor Code § 512(a) also provides that an employer may not employ an employee
4 for a work period of more than ten (10) hours per day without providing the employee with a
5 second meal period of not less than thirty (30) minutes, except that if the total hours worked is no
6 more than twelve (12) hours, the second meal period may be waived by mutual consent of the
7 employer and the employee only if the first meal period was not waived.

8 61. During the relevant time period, Plaintiff and Class Members did not receive
9 compliant meal periods for working more than five (5) and ten (10) hours per day because their
10 meal periods were missed, late, short, interrupted, and/or they were not permitted to take a
11 second meal period.

12 62. Labor Code § 226.7(b) and section 11 of the applicable IWC Wage Order require
13 an employer to pay an employee one (1) additional hour of pay at the employee's regular rate of
14 compensation for each work day that a compliant meal period is not provided.

15 63. At all relevant times, Defendants failed to pay Plaintiff and Class Members meal
16 period premiums for missed, late, and/or short meal periods pursuant to Labor Code § 226.7(b)
17 and section 11 of the applicable IWC Wage Order.

18 64. As a result of Defendants' failure to pay Plaintiff and Class Members an
19 additional hour of pay for each day a compliant meal period was not provided, Plaintiff and
20 Class Members suffered and continue to suffer a loss of wages and compensation.

21 **FOURTH CAUSE OF ACTION**

22 **FAILURE TO PERMIT REST BREAKS**

23 (Violation of Labor Code §§ 226.7; Violation of IWC Wage Order § 12)

24 65. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
25 though fully set forth herein.

26 66. Labor Code § 226.7(a) provides that no employer shall require an employee to
27 work during any rest period mandated by the IWC Wage Orders.

1 67. Section 12 of the applicable IWC Wage Order states “[e]very employer shall
2 authorize and permit all employees to take rest periods, which insofar as practicable shall be in
3 the middle of each work period[,]” and the “[a]uthorized rest period time shall be based on the
4 total hours worked daily at the rate of ten (10) minutes net rest time per four (4) hours or major
5 fraction thereof[,]” unless the total daily work time is less than three and one-half (3½) hours.

6 68. During the relevant time period, Plaintiff and Class Members did not receive a ten
7 (10) minute rest period for every four (4) hours or major fraction thereof worked, including
8 working in excess of ten (10) hours in a day, because they were required to work through their
9 rest periods and/or were not authorized to take their rest periods.

10 69. Labor Code § 226.7(b) and section 12 of the applicable IWC Wage Order requires
11 an employer to pay an employee one (1) additional hour of pay at the employee’s regular rate of
12 compensation for each work day that a compliant rest period is not provided.

13 70. At all relevant times, Defendants failed to pay Plaintiff and Class Members rest
14 period premiums for missed, late, and/or interrupted rest periods pursuant to Labor Code §
15 226.7(b) and section 12 of the applicable IWC Wage Order.

16 71. As a result of Defendants’ failure to pay Plaintiff and Class Members an
17 additional hour of pay for each day a compliant rest period was not provided, Plaintiff and Class
18 Members suffered and continue to suffer a loss of wages and compensation.

19 **FIFTH CAUSE OF ACTION**

20 **FAILURE TO REIMBURSE BUSINESS EXPENSES**

21 (Violation of Labor Code §§ 2800, 2802)

22 72. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
23 though fully set forth herein.

24 73. Labor Code § 2800 states that “[a]n employer shall in all cases indemnify his
25 employee for losses caused by the employer’s want of ordinary care.”

26 74. Labor Code § 2802(a) states that “[a]n employer shall indemnify his or her
27 employee for all necessary expenditures or losses incurred by the employee in direct
28

1 consequence of the discharge of his or her duties, or of his or her obedience to the directions of
2 the employer”

3 75. Labor Code § 2802(b) states that “[a]ll awards made by a court . . . for
4 reimbursement of necessary expenditures under this section shall carry interest at the same rate
5 as judgments in civil actions. Interest shall accrue from the date on which the employee incurred
6 the necessary expenditure or loss.”

7 76. Labor Code § 2802(c) states that “[f]or purposes of this section, the term
8 “necessary expenditures or losses” shall include all reasonable costs, including, but not limited
9 to, attorney’s fees incurred by the employee enforcing the rights granted by this section.”

10 77. During the relevant time period, Plaintiff and Class Members incurred necessary
11 business-related costs that were not fully reimbursed by Defendants, including, but not limited
12 to, home internet use required for work.

13 78. In violation of Labor Code §§ 2800 and 2802, Defendants failed to reimburse or
14 indemnify Plaintiff and Class Members for their expenses due to Defendants’ knowing and
15 intentional failure to reimburse necessary business expenditures in connection with Plaintiff’s
16 and Class Members’ work and job duties.

17 79. As a direct result, Plaintiff and Class Members have suffered and continue to
18 suffer losses, and therefore seek complete reimbursement and indemnification of necessary
19 business expenditures or losses, interest thereon at the required rate, and all reasonable costs in
20 enforcing the rights under Labor Code § 2802, including, but not limited to attorneys’ fees.

21 **SIXTH CAUSE OF ACTION**

22 **FAILURE TO PROVIDE ACCURATE ITEMIZED WAGE STATEMENTS**

23 (Violation of Labor Code § 226; Violation of IWC Wage Order)

24 80. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
25 though fully set forth herein.

26 81. Labor Code § 226(a) requires Defendants to provide each employee with an
27 accurate wage statement in writing showing nine pieces of information, including, the following:

1 (1) gross wages earned, (2) total hours worked by the employee, (3) the number of piece-rate
2 units earned and any applicable piece rate if the employee is paid on a piece-rate basis, (4) all
3 deductions, provided that all deductions made on written orders of the employee may be
4 aggregated and shown as one item, (5) net wages earned, (6) the inclusive dates of the period for
5 which the employee is paid, (7) the name of the employee and the last four digits of his or her
6 social security number or an employee identification number other than a social security number,
7 (8) the name and address of the legal entity that is the employer, and (9) all applicable hourly
8 rates in effect during the pay period and the corresponding number of hours worked at each
9 hourly rate by the employee.

10 82. During the relevant time period, Defendants have knowingly and intentionally
11 failed to comply with Labor Code § 226(a) on wage statements that were provided to Plaintiff
12 and Class Members. The deficiencies include, among other things, the failure to correctly state
13 the gross and net wages earned, total hours worked, all applicable hourly rates in effect, and the
14 number of hours worked at each hourly rate by Plaintiff and Class Members.

15 83. As a result of Defendants' knowing and intentional failure to comply with Labor
16 Code § 226(a), Plaintiff and Class Members have suffered injury and damage to their statutorily-
17 protected rights. Specifically, Plaintiff and Class Members are deemed to suffer an injury
18 pursuant to Labor Code § 226(e) where, as here, Defendants intentionally violated Labor Code §
19 226(a). Plaintiff and Class Members were denied both their legal right to receive, and their
20 protected interest in receiving, accurate itemized wage statements under Labor Code § 226(a). In
21 addition, because Defendants failed to provide the accurate rates of pay on wage statements,
22 Defendants prevented Plaintiff and Class Members from determining if all hours worked were
23 paid at the appropriate rate and the extent of the underpayment. Plaintiff had to file this lawsuit
24 in order to analyze the extent of the underpayment, thereby causing Plaintiff to incur expenses
25 and lost time. Plaintiff would not have had to engage in these efforts and incur these costs had
26 Defendants provided the accurate hours worked, wages earned, and rates of pay. This has also
27 delayed Plaintiff's ability to demand and recover the underpayment of wages from Defendants.

1 84. Plaintiff and Class Members are entitled to recover from Defendants the greater of
2 all actual damages caused by Defendants' failure to comply with Labor Code § 226(a) or fifty
3 dollars (\$50.00) for the initial pay period in which a violation occurred and one hundred dollars
4 (\$100.00) per employee for each violation in subsequent pay periods in an amount not exceeding
5 four thousand dollars (\$4,000.00) per employee, plus attorneys' fees and costs.

6 85. Defendants' violations of California Labor Code § 226(a) prevented Plaintiff and
7 Class Members from knowing, understanding, and disputing the wages paid to them and resulted
8 in an unjustified economic enrichment to Defendants. As a result of Defendants' knowing and
9 intentional failure to comply with California Labor Code § 226(a), Plaintiff and Class Members
10 have suffered an injury, in the exact amount of damages and/or penalties to be shown according
11 to proof at trial.

12 ///

13 ///

14 SEVENTH CAUSE OF ACTION

15 FAILURE TO PAY ALL WAGES DUE UPON SEPARATION OF EMPLOYMENT

16 (Violation of Labor Code §§ 201, 202, and 203)

17 86. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
18 though fully set forth herein.

19 87. Labor Code §§ 201 and 202 provide that if an employer discharges an employee,
20 the wages earned and unpaid at the time of discharge are due and payable immediately, and that
21 if an employee voluntarily leaves his or her employment, his or her wages shall become due and
22 payable not later than seventy-two (72) hours thereafter, unless the employee has given seventy-
23 two (72) hours previous notice of an intention to quit, in which case the employee is entitled to
24 his or her wages at the time of quitting.

25 88. During the relevant time period, Defendants willfully failed to pay the Waiting
26 Time Subclass all their earned wages upon termination, including, but not limited to, proper
27 minimum wage and overtime compensation, meal period premiums, and rest period premiums
28

1 either at the time of discharge or within seventy-two (72) hours of their leaving Defendants'
2 employ.

3 89. Defendants' failure to pay the Waiting Time Subclass all their earned wages at the
4 time of discharge or within seventy-two (72) hours of their leaving Defendants' employ is in
5 violation of Labor Code §§ 201 and 202.

6 90. Labor Code § 203 provides that if an employer willfully fails to pay wages owed
7 immediately upon discharge or resignation in accordance with Labor Code §§ 201 and 202, then
8 the wages of the employee shall continue as a penalty from the due date at the same rate until
9 paid or until an action is commenced; but the wages shall not continue for more than thirty (30)
10 days.

11 91. Pursuant to Labor Code § 203, the Waiting Time Subclass is entitled to recover
12 from Defendants the statutory penalty, which is defined as the Waiting Time Subclass members'
13 regular daily wages at their regular hourly rate of pay for each day they were not paid, up to a
14 maximum of thirty (30) days.

15 **EIGHTH CAUSE OF ACTION**

16 **VIOLATION OF BUSINESS AND PROFESSIONS CODE §§ 17200, *ET SEQ.***

17 (Violation of Business and Professions Code §§ 17200, *et seq.*)

18 92. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as
19 though fully set forth herein.

20 93. California Business and Professions Code §§ 17200, *et seq.*, prohibits acts of
21 unfair competition, which includes any "unlawful, unfair or fraudulent business act or practice . .
22 . ."

23 94. A violation of California Business and Professions Code §§ 17200, *et seq.*, may
24 be predicated on a violation of any state or federal law. In the instant case, Defendants' policies
25 and practices violated state law, causing Plaintiff and Class Members to suffer and continue to
26 suffer injuries-in-fact.

95. Defendants' policies and practices violated state law in at least the following respects:

- (a) Failing to pay all wages earned (including minimum wage, overtime wages, and sick pay) to Plaintiff and Class Members at the proper rate in violation of Labor Code §§ 246, 510, 1194, 1194.2, 1197, and 1198.
- (b) Failing to provide compliant meal periods without paying Plaintiff and Class Members premium wages for every day said meal periods were not provided in violation of Labor Code §§ 226.7 and 512.
- (c) Failing to authorize or permit compliant rest breaks without paying Plaintiff and Class Members premium wages for every day said rest breaks were not authorized or permitted in violation of Labor Code § 226.7.
- (d) Failing to reimburse Plaintiff and Class Members for necessary business-related expenses in violation of Labor Code §§ 2800 and 2802.
- (e) Failing to provide Plaintiff and Class Members with accurate itemized wage statements in violation of Labor Code § 226.
- (f) Failing to timely pay all earned wages to the members of the Waiting Time Subclass upon separation of employment in violation of Labor Code §§ 201, 202, 203.

96. As alleged herein, Defendants systematically engaged in unlawful conduct in violation of the California Labor Code and IWC Wage Orders, such as failing to pay all wages (minimum and overtime wages), failing to provide meal periods and rest breaks or compensation in lieu thereof, failing to reimburse necessary business-related costs and expenses, failing to furnish accurate wage statements, and failing to pay all wages due and owing upon separation of employment in a timely manner to the Waiting Time Subclass, all in order to decrease their costs of doing business and increase their profits.

97. At all relevant times herein, Defendants held themselves out to Plaintiff and Class Members as being knowledgeable concerning the labor and employment laws of California.

98. At all times relevant herein, Defendants intentionally avoided paying Plaintiff and Class Members wages and monies, thereby creating for Defendants an artificially lower cost of doing business in order to undercut their competitors and establish and/or gain a greater foothold in the marketplace.

99. By violating the foregoing statutes and regulations as herein alleged, Defendants' acts constitute unfair and unlawful business practices under California Business and Professions Code §§ 17200, *et seq.*

100. As a result of the unfair and unlawful business practices of Defendants as alleged herein, Plaintiff and Class Members are entitled to injunctive relief, disgorgement, and restitution in an amount to be shown according to proof at trial.

101. Plaintiff seeks to enforce important rights affecting the public interest within the meaning of California Code of Civil Procedure § 1021.5. Defendants' conduct, as alleged herein, has been and continues to be unfair, unlawful, and harmful to Plaintiff, Class Members, and the general public. Based on Defendants' conduct as alleged herein, Plaintiff and Class Members are entitled to an award of attorneys' fees pursuant to California Code of Civil Procedure § 1021.5.

NINTH CAUSE OF ACTION

ENFORCEMENT OF LABOR CODE §§ 2698 ET SEQ. (“PAGA”)

102. Plaintiff hereby re-alleges and incorporate by reference the previous paragraphs as though fully set forth herein.

103. Pursuant to Labor Code § 2699(a), any provision of the Labor Code that provides for a civil penalty to be assessed and collected by the Labor and Workforce Development Agency (“LWDA”) or any of its departments, divisions, commissions, boards, agencies, or employees for violation of the Labor Code may, as an alternative, be recovered through a civil

1 action brought by an aggrieved employee on behalf of himself or herself and other current or
2 former employees pursuant to the procedures specified in Labor Code § 2699.3.

3 104. For all provisions of the Labor Code except those for which a civil penalty is
4 specifically provided, Labor Code § 2699(f) imposes upon Defendants a penalty of one hundred
5 dollars (\$100.00) for each aggrieved employee per pay period for the initial violation and two
6 hundred dollars (\$200.00) for each aggrieved employee per pay period for each subsequent pay
7 period in which Defendants violated these provisions of the Labor Code.

8 105. Defendants' conduct violates numerous Wage Order and Labor Code sections,
9 including, but not limited to, the following:

- 10 a. Violation of Labor Code §§ 201, 202, 203, 204, 210, 510, 1182.12, 1194,
11 1194.2, 1197, 1197.1, and 1198 for failure to timely pay all earned wages
12 (including minimum wage and overtime wages) owed to Plaintiff and
13 other aggrieved employees during employment and upon separation of
14 employment as herein alleged;
- 15 b. Violation of Labor Code §§ 226.7 and 512 for failure to provide meal
16 periods to Plaintiff and other aggrieved employees and failure to pay
17 premium wages for missed meal periods as herein alleged;
- 18 c. Violation of Labor Code § 226.7 for failure to permit rest breaks to
19 Plaintiff and other aggrieved employees and failure to pay premium
20 wages for missed rest periods as herein alleged;
- 21 d. Violation of Labor Code § 226 and 226.3 for failure to provide accurate
22 itemized wage statements to Plaintiff and other aggrieved employees as
23 herein alleged;
- 24 e. Violation of Labor Code §§ 2800 and 2802 for failure to reimburse
25 Plaintiff and other aggrieved employees for necessary business-related
26 expenses; and
27

1 f. Violation of Labor Code §§ 1174 and 1174.5 for failure to maintain
2 accurate and complete records showing, among other things, the hours
3 worked daily by and the wages paid to aggrieved employees.

4 106. Plaintiff is an “aggrieved employee” because she was employed by the alleged
5 violator and had one or more of the violations committed against her, and therefore is properly
6 suited to represent the interests of all other aggrieved employees.

7 107. Plaintiff has exhausted the procedural requirements under Labor Code § 2699.3
8 as to Defendants and is therefore able to pursue a claim for penalties on behalf of herself and all
9 other aggrieved employees under PAGA.

10 108. Pursuant to Labor Code §§ 2699(a), 2699.3 and 2699.5, Plaintiff is entitled to
11 recover civil penalties, in addition to other remedies, for violations of the Labor Code sections
12 cited above.

13 109. Pursuant to Labor Code § 2699(g)(1), “[e]xcept as provided in paragraph (2), an
14 aggrieved employee may recover the civil penalty described in subdivision (f) in a civil action
15 pursuant to the procedures specified in Section 2699.3 filed on behalf of himself or herself and
16 other current or former employees against whom one or more of the alleged violations was
17 committed. Any employee who prevails in any action shall be entitled to an award of reasonable
18 attorney’s fees and costs, including any filing fee paid pursuant to subparagraph (B) of
19 paragraph (1) of subdivision (a) or subparagraph (B) of paragraph (1) of subdivision (c) of
20 Section 2699.3. Nothing in this part shall operate to limit an employee’s right to pursue or
21 recover other remedies available under state or federal law, either separately or concurrently
22 with an action taken under this part.”

23 110. For bringing this action, Plaintiff is entitled to attorney’s fees and costs incurred
24 herein.

25 **PRAYER FOR RELIEF**

26 On Plaintiff’s own behalf and on behalf of all others similarly situated, Plaintiff prays
27 for relief and judgment against Defendants, jointly and severally, as follows:

- 1 1. For certification under California Code of Civil Procedure § 382 of the proposed
- 2 Class and any other appropriate subclass;
- 3 2. For appointment of Octavia Holdman as class representative;
- 4 3. For appointment of Aegis Law Firm, PC, as class counsel for all purposes;
- 5 4. For compensatory damages in an amount according to proof at trial;
- 6 5. For an award of damages in the amount of unpaid compensation including, but
- 7 not limited to, unpaid wages, unreimbursed expenses, benefits, and penalties;
- 8 6. For economic and/or special damages in an amount according to proof at trial;
- 9 7. For liquidated damages pursuant to Labor Code § 1194.2;
- 10 8. For statutory penalties to the extent permitted by law, including those pursuant to
- 11 the Labor Code and IWC Wage Orders;
- 12 9. For civil penalties, including but not limited to, penalties against Defendants on
- 13 behalf of all aggrieved employees;
- 14 10. For injunctive relief as provided by the California Labor Code and California
- 15 Business and Professions Code §§ 17200, *et seq.*;
- 16 11. For restitution as provided by Business and Professions Code §§ 17200, *et seq.*;
- 17 12. For an order requiring Defendants to restore and disgorge all funds to each
- 18 employee acquired by means of any act or practice declared by this Court to be unlawful, unfair,
- 19 or fraudulent and, therefore, constituting unfair competition under Business and Professions
- 20 Code §§ 17200, *et seq.*;
- 21 13. For pre-judgment interest;
- 22 14. For reasonable attorneys' fees, costs of suit, and interest to the extent permitted
- 23 by law, including, but not limited to, Code of Civil Procedure § 1021.5 and Labor Code §§
- 24 226(e), 1194, and 2698 *et seq.*; and
- 25 15. For such other relief as the Court deems just and proper.

1 Dated: August 20, 2021

AEGIS LAW FIRM, PC

2
3 By: _____

Joseph M. Szilagyi

Attorneys for Plaintiff Octavia Holdman

1 **CERTIFICATE OF SERVICE**

2 I, the undersigned, am employed in the County of Orange, State of California. I am over
3 the age of 18 and not a party to the within action; am employed with Aegis Law Firm PC and
4 my business address is 9811 Irvine Center Drive, Suite 100, Irvine, California 92618.

On August 20, 2021, I served the foregoing document entitled:

5 • **FIRST AMENDED COMPLAINT**

6 on all the appearing and/or interested parties in this action by delivering ☐ the original ☒ a true
7 copy thereof on the party(ies) addressed below as follows:

Vincent Fisher

Joseph Lordan

LEWIS BRISBOIS

333 Bush Street, Suite 1100

San Francisco, CA 94104-2872

Telephone: 415.362.2580

Facsimile: 415.434.0882

Vincent.Fisher@lewisbrisbois.com

Joseph.Lordan@lewisbrisbois.com

12 *Attorneys for Defendant:*

13 PACIFIC SERVICE CREDIT UNION

14 ☐ **(BY MAIL)** I am readily familiar with the firm's practice of collection and processing
15 correspondence for mailing. Under that practice it would be deposited with the U.S.
16 Postal Service on that same day with postage thereon fully prepaid at Irvine, California
17 in the ordinary course of business. I am aware that on motion of the party served, service
is presumed invalid if postage cancellation date or postage meter date is more than one
day after date of deposit for mailing this affidavit. (*Cal Code Civ. Proc.* § 1013(a); *Fed.*
R. Civ. Proc. 5(a); *Fed. R. Civ. Proc.* 5(c).)

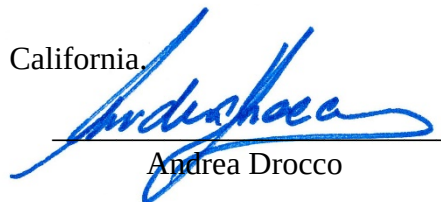
18 ☐ **(BY OVERNIGHT MAIL)** I am personally and readily familiar with the business
19 practice of Aegis Law Firm PC for collection and processing correspondence for
20 overnight delivery, and I caused such document(s) described herein to be deposited for
delivery to a facility regularly maintained Federal Express for overnight delivery. (*Cal*
Code Civ. Proc. § 1013(c); *Fed. R. Civ. Proc.* 5(c).)

21 ☒ **(BY ELECTRONIC TRANSMISSION)** I caused said document(s) to be served via
22 electronic transmission via the above listed email addresses on the date below. (*Cal.*
Code Civ. Proc. § 1010.6(6); *Fed. R. Civ. Proc.* 5(b)(2)(E); *Fed. R. Civ. Proc.* 5(b)(3).)

23 ☐ **(BY PERSONAL SERVICE)** I delivered the foregoing document by hand delivery to
24 the addressed named above. (*Cal Code Civ. Proc.* § 1011; *Fed. R. Civ. Proc.*
5(b)(2)(A).)

25 I declare under penalty of perjury under the laws of the State of California that the
26 foregoing is true and correct.

27 Executed on August 20, 2021, at Irvine, California.

28 
Andrea Drocco