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all others similarly situated.

**SUPERIOR COURT OF THE STATE OF CALIFORNIA**

**FOR THE COUNTY OF ORANGE**

AARON LUANGPHONH, individually  
and on behalf of all others similarly situated

Plaintiff,

vs.

BETTER MORTGAGE CORPORATION;  
and DOES 1 through 20, inclusive,

Defendants.

Case No.: 30-2021-01190771-CU-OE-CXC

*Assigned for All Purposes to:*

*Hon. Kirk Nakamura*

*Dept.: CX-103*

**FIRST AMENDED CLASS ACTION  
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 Provide Accurate Itemized Wage Statements;
6. Failure to Pay All Wages Due Upon Separation of Employment; and
7. Violation of Business and Professions Code §§ 17200, *et seq.*
8. Enforcement of Labor Code § 2698 *et seq.* (“PAGA”)

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

3 **NATURE OF ACTION AND INTRODUCTORY STATEMENT**

4 1. Plaintiff Aaron Luangphonh (“Plaintiff”) brings this putative class and  
5 representative action pursuant to the Private Attorneys General Act of 2004, Cal. Lab. Code. §  
6 2698 *et seq.*, against defendants Better Mortgage Corporation, and DOES 1 through 20, inclusive  
7 (collectively, “Defendants”), on behalf of himself individually and on behalf of California  
8 residents who are and were employed by Defendants as non-exempt employees throughout  
9 California.

10 2. Defendants are in the business of providing online mortgage lending.

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

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

- 17 (a) failing to pay all wages (including minimum wages and overtime wages);
- 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 provide accurate itemized wage statements;
- 22 (e) failing to pay all wages due upon separation of employment.

23 5. Plaintiff seeks monetary relief against Defendants on behalf of himself and all  
24 others similarly situated in California to recover, among other things, unpaid wages and benefits,  
25 interest, attorneys’ fees, costs and expenses, and penalties pursuant to Labor Code §§ 201, 202,  
26 203, 204, 210, 226, 226.3, 226.7, 510, 512, 558, 1174, 1174.5, 1182.12, 1194, 1194.2, 1197,  
27 1198, 2698, *et seq.*, and Code of California Civil Procedure § 1021.5.

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1 Complaint and serve such fictitiously named defendants once their names and capacities become  
2 known.

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

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

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

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

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

23 **CLASS ACTION ALLEGATIONS**

24 18. Plaintiff brings this action under Code of Civil Procedure § 382 on behalf of  
25 himself and all others similarly situated who were affected by Defendants' Labor Code, Business  
26 and Professions Code §§ 17200, and IWC Wage Order violations.

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

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

2           Class

3           All California residents currently or formerly employed by Defendants as non-  
4           exempt employees in the State of California at any time between September 25,  
5           2016<sup>1</sup> and the date of class certification ("Class").

6           21.   Plaintiff also seeks to certify the following subclass of employees:

7           Waiting Time Subclass

8           All Class Members who separated their employment with Defendants at any time  
9           between September 25, 2017 and the date of class certification ("Subclass" or  
10          "Waiting Time Subclass").

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

14          23.   Members of the Class and the Subclass described above will be collectively  
15          referred to as "Class Members."

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

19               (a)   Whether Defendants failed to pay Plaintiff and Class Members all wages  
20               (including minimum wages and overtime wages) for all hours worked by  
21               Plaintiff and Class Members.

22               (b)   Whether Defendants required Plaintiff and Class Members to work over  
23               eight (8) hours per day, over twelve (12) hours per day, over forty (40)  
24               hours per week, and/or seven (7) consecutive days and failed to pay them  
25               overtime compensation at the proper rate.

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27          <sup>1</sup> The statute of limitations for this matter was tolled between April 6, 2020 and October 1, 2020,  
28          pursuant to Cal. Rules of Court, Appendix I, Emergency Rule No. 9.

- 1 (c) Whether Defendants deprived Plaintiff and Class Members of timely meal  
2 periods or required Plaintiff and Class Members to work through meal  
3 periods without proper compensation.
- 4 (d) Whether Defendants deprived Plaintiff and Class Members of rest breaks  
5 or required Plaintiff and Class Members to work through rest breaks  
6 without proper compensation.
- 7 (e) Whether Defendants failed to provide Plaintiff and Class Members  
8 accurate itemized wage statements.
- 9 (f) Whether Defendants failed to timely pay the Waiting Time Subclass all  
10 wages due upon termination or within seventy-two (72) hours of  
11 resignation.
- 12 (g) Whether Defendants' conduct was willful or reckless.
- 13 (h) Whether Defendants engaged in unfair business practices in violation of  
14 Business and Professions Code §§ 17200, *et seq.*

15 25. There is a well-defined community of interest in this litigation and the proposed  
16 Class and Subclass are readily ascertainable:

17 (a) Numerosity: The Class Members are so numerous that joinder of all  
18 members is impractical. Although the members of the entire Class and Subclass are unknown to  
19 Plaintiff at this time, on information and belief, the class is estimated to be greater than twenty-  
20 five (25) individuals. The identities of the Class Members are readily ascertainable by inspection  
21 of Defendants' employment and payroll records.

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

28

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

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

15 (e) Public Policy Considerations: Employers in the State of California violate  
16 employment and labor laws every day. Current employees are often afraid to assert their rights  
17 out of fear of direct or indirect retaliation. Former employees are fearful of bringing actions  
18 because they believe their former employers might damage their future endeavors through  
19 negative references and/or other means. Class actions provide class members who are not named  
20 in the complaint with a type of anonymity that allows for the vindication of their rights while  
21 affording them privacy protections.

## 22 **GENERAL ALLEGATIONS**

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

25 27. Defendant employed Plaintiff as a non-exempt employee at Defendants'  
26 California business location.

27 28. Defendants continue to employ non-exempt employees within California.  
28

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

5           30. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
6 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled  
7 to receive wages for all time worked (including minimum wages and overtime wages) and that  
8 they were not receiving all wages earned for work that was required to be performed. In violation  
9 of the Labor Code and IWC Wage Orders, Plaintiff, Class Members, and other aggrieved  
10 employees were not paid all wages (including minimum wages and overtime wages) for all hours  
11 worked at the correct rate due to requirements to work off-the-clock and Defendants' failure to  
12 correctly include other incentive pay in the overtime rate, among other issues.

13           31. 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 all required meal periods or payment of one (1) additional hour of pay at Plaintiff's,  
16 Class Members', and other aggrieved employees' regular rate of pay when they did not receive a  
17 timely, uninterrupted meal period. In violation of the Labor Code and IWC Wage Orders,  
18 Plaintiff, Class Members, and other aggrieved employees did not receive all meal periods or  
19 payment of one (1) additional hour of pay at Plaintiff's, Class Members', and other aggrieved  
20 employees' regular rate of pay when they did not receive a timely, uninterrupted meal period.

21           32. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
22 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled  
23 to receive all rest breaks or payment of one (1) additional hour of pay at Plaintiff's, Class  
24 Members', and other aggrieved employees' regular rate of pay when a rest break was missed. In  
25 violation of the Labor Code and IWC Wage Orders, Plaintiff, Class Members, and other  
26 aggrieved employees did not receive all rest breaks or payment of one (1) additional hour of pay  
27 at Plaintiff's, Class Members', and other aggrieved employees' regular rate of pay when a rest  
28 break was missed.

1           33. Plaintiff is informed and believes, and thereon alleges, that Defendants knew or  
2 should have known that Plaintiff, Class Members, and other aggrieved employees were entitled  
3 to receive itemized wage statements that accurately showed the following information pursuant  
4 to the Labor Code: (1) gross wages earned; (2) total hours worked by the employee; (3) the  
5 number of piece-rate units earned and any applicable piece rate if the employee is paid on a  
6 piece-rate basis; (4) all deductions, provided that all deductions made on written orders of the  
7 employee may be aggregated and shown as one item; (5) net wages earned; (6) the inclusive  
8 dates of the period for which the employee is paid; (7) the name of the employee and only the  
9 last four digits of his or her social security number or an employee identification number other  
10 than a social security number; (8) the name and address of the legal entity that is the employer;  
11 and (9) all applicable hourly rates in effect during the pay period and the corresponding number  
12 of hours worked at each hourly rate by the employee. In violation of the Labor Code, Plaintiff,  
13 Class Members, and other aggrieved employees were not provided with accurate itemized wage  
14 statements.

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

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

23           36. Therefore, Plaintiff brings this lawsuit seeking monetary and injunctive relief  
24 against Defendants on behalf of himself, all Class Members, and other aggrieved employees to  
25 recover, among other things, unpaid wages (including minimum wages and overtime wages),  
26 unpaid meal period premium payments, unpaid rest period premium payments, interest,  
27 attorneys' fees, penalties, costs, and expenses.

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1 **FIRST CAUSE OF ACTION**

2 **FAILURE TO PAY MINIMUM WAGES**

3 (Violation of Labor Code §§ 1182.12, 1194, 1194.2, and 1197; Violation of IWC Wage Order)

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

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

9 39. During the relevant time period, Defendants paid Plaintiff and Class Members  
10 less than minimum wages when they failed to pay proper compensation for all hours worked. To  
11 the extent these hours do not qualify for the payment of overtime, Plaintiff and Class Members  
12 were not being paid at least the lawful minimum wage for their work.

13 40. During the relevant time period, Defendants regularly failed to pay at least  
14 minimum wage to Plaintiff and Class Members for all hours worked pursuant to Labor Code  
15 §§ 1194 and 1197.

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

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

23 **SECOND CAUSE OF ACTION**

24 **FAILURE TO PAY OVERTIME**

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

26 43. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
27 though fully set forth herein.  
28

1           44. Labor Code § 1198 and the applicable IWC Wage Order provide that it is  
2 unlawful to employ persons without compensating them at a rate of pay either one and one-half  
3 (1½) or two (2) times the person's regular rate of pay, depending on the number of hours or days  
4 worked by the person on a daily or weekly basis.

5           45. Specifically, the applicable IWC Wage Orders provide that Defendants are and  
6 were required to pay overtime compensation to Plaintiff and Class Members at the rate of one  
7 and one-half times (1½) their regular rate of pay when working and for all hours worked in  
8 excess of eight (8) hours in a day or more than forty (40) hours in a workweek and for the first  
9 eight (8) hours of work on the seventh day of work in a workweek.

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

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

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

23           49. Plaintiff and Class Members were non-exempt employees entitled to the  
24 protections of California Labor Code §§ 510 and 1194.

25           50. During the relevant time period, Defendants required Plaintiff and Class Members  
26 to work in excess of eight (8) hours in a day, forty (40) hours in a week, and/or for a seventh  
27 consecutive day in a workweek without paying Plaintiff and Class Members overtime wages for  
28 their work.

51. During the relevant time period, Defendants failed to pay Plaintiff and Class Members overtime wages for all overtime hours worked when Plaintiff and Class Members worked in excess of eight (8) hours in a day, forty (40) hours in a week and/or for a seventh consecutive day of work in a workweek, or when Plaintiff and Class Members worked in excess of twelve (12) hours in a day and/or in excess of eight (8) hours on the seventh day of work in a work week.

52. In violation of state law, Defendants knowingly and willfully refused to perform their obligations and compensate Plaintiff and Class Members for all wages earned and all hours worked.

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

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

### THIRD CAUSE OF ACTION

## FAILURE TO PROVIDE MEAL PERIODS

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

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

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

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

1           58. Labor Code § 512(a) provides that an employer may not require, cause, or permit  
2 an employee to work for a period of more than five (5) hours per day without providing the  
3 employee with an uninterrupted meal period of not less than thirty (30) minutes, except that if  
4 the total work period per day of the employee is not more than six (6) hours, the meal period may  
5 be waived by mutual consent of both the employer and the employee.

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

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

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

18           62. At all relevant times, Defendants failed to pay Plaintiff and Class Members meal  
19 period premiums for missed, late, short, and/or interrupted meal periods pursuant to Labor Code  
20 § 226.7(b) and section 11 of the applicable IWC Wage Order.

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

24                                   **FOURTH CAUSE OF ACTION**

25                                   **FAILURE TO PERMIT REST BREAKS**

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

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

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

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

67. During the relevant time period, Plaintiff and Class Members did not receive a ten (10) minute rest period for every four (4) hours or major fraction thereof worked because they were required to work through their daily rest periods, were not permitted to take timely rest periods, and/or were not authorized to take their rest periods.

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

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

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

## FIFTH CAUSE OF ACTION

## FAILURE TO PROVIDE ACCURATE ITEMIZED WAGE STATEMENTS

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

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

72. Labor Code § 226(a) requires Defendants to provide each employee with an accurate wage statement in writing showing nine pieces of information, including, the following: (1) gross wages earned, (2) total hours worked by the employee, (3) the number of piece-rate

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

9 73. During the relevant time period, Defendants have knowingly and intentionally  
10 failed to comply with Labor Code § 226(a) on wage statements that were provided to Plaintiff  
11 and Class Members. Defendants provided Plaintiff and Class Members with wage statements  
12 that were missing or inaccurately stated one or more of the following items: (1) gross wages  
13 earned, (2) total hours worked by the employee, (3) the number of piece-rate units earned and  
14 any applicable piece rate if the employee is paid on a piece-rate basis, (4) all deductions,  
15 provided that all deductions made on written orders of the employee may be aggregated and  
16 shown as one item, (5) net wages earned, (6) the inclusive dates of the period for which the  
17 employee is paid, (7) the name of the employee and the last four digits of his or her social  
18 security number or an employee identification number other than a social security number, (8)  
19 the name and address of the legal entity that is the employer, and/or (9) all applicable hourly  
20 rates in effect during the pay period and the corresponding number of hours worked at each  
21 hourly rate by the employee.

22 74. As a result of Defendants' knowing and intentional failure to comply with Labor  
23 Code § 226(a), Plaintiff and Class Members have suffered injury and damage to their statutorily-  
24 protected rights. Specifically, Plaintiff and Class Members are deemed to suffer an injury  
25 pursuant to Labor Code § 226(e) where, as here, Defendants intentionally violated Labor Code §  
26 226(a). Plaintiff and Class Members were denied both their legal right to receive, and their  
27 protected interest in receiving, accurate itemized wage statements under Labor Code § 226(a). In  
28 addition, because Defendants failed to provide the accurate rates of pay on wage statements,

1 Defendants prevented Plaintiff and Class Members from determining if all hours worked were  
2 paid at the appropriate rate and the extent of the underpayment. Plaintiff has had to file this  
3 lawsuit in order to analyze the extent of the underpayment, thereby causing Plaintiff to incur  
4 expenses and lost time. Plaintiff would not have had to engage in these efforts and incur these  
5 costs had Defendants provided the accurate hours worked, wages earned, and rates of pay. This  
6 has also delayed Plaintiff's ability to demand and recover the underpayment of wages from  
7 Defendants.

8 75. Plaintiff and Class Members are entitled to recover from Defendants the greater of  
9 all actual damages caused by Defendants' failure to comply with Labor Code § 226(a) or fifty  
10 dollars (\$50.00) for the initial pay period in which a violation occurred and one hundred dollars  
11 (\$100.00) per employee for each violation in subsequent pay periods in an amount not exceeding  
12 four thousand dollars (\$4,000.00) per employee, plus attorneys' fees and costs.

13 76. Defendants' violations of California Labor Code § 226(a) prevented Plaintiff and  
14 Class Members from knowing, understanding, and disputing the wages paid to them and resulted  
15 in an unjustified economic enrichment to Defendants. As a result of Defendants' knowing and  
16 intentional failure to comply with California Labor Code § 226(a), Plaintiff and Class Members  
17 have suffered an injury, in the exact amount of damages and/or penalties to be shown according  
18 to proof at trial.

19 77. Class Members that are still employed by Defendants are also entitled to  
20 injunctive relief under California Labor Code § 226(h), compelling Defendants to comply with  
21 California Labor Code § 226. Accordingly, affected Class Members seek the recovery of  
22 attorneys' fees and costs incurred in obtaining this injunctive relief.

## 23 **SIXTH CAUSE OF ACTION**

### 24 **FAILURE TO PAY ALL WAGES DUE UPON SEPARATION OF EMPLOYMENT**

25 (Violation of Labor Code §§ 201, 202, 203; Violation of IWC Wage Order)

26 78. Plaintiff hereby re-alleges and incorporates by reference all paragraphs above as  
27 though fully set forth herein.  
28

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

80. During the relevant time period, Defendants willfully failed to pay the Waiting Time Subclass all their earned wages upon termination, including, but not limited to, proper minimum wage and overtime compensation, accrued vacation time, meal period premiums, and rest period premiums either at the time of discharge or within seventy-two (72) hours of their leaving Defendants' employ.

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

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

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

## SEVENTH CAUSE OF ACTION

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

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

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

1           85.     California Business and Professions Code §§ 17200, *et seq.*, prohibits acts of  
2     unfair competition, which includes any “unlawful, unfair or fraudulent business act or practice . .  
3     ..”

4           86.     A violation of California Business and Professions Code §§ 17200, *et seq.*, may  
5     be predicated on a violation of any state or federal law. In the instant case, Defendants’ policies  
6     and practices violated state law, causing Plaintiff and Class Members to suffer and continue to  
7     suffer injuries-in-fact.

8           87.     Defendants’ policies and practices violated state law in at least the following  
9     respects:

10           (a)     Failing to pay all wages earned (including minimum wage and overtime  
11                   wages) to Plaintiff and Class Members in violation of Labor Code §§ 204,  
12                   510, 1182.12, 1194, 1194.2, 1197, and 1198.

13           (b)     Failing to provide compliant meal periods without paying Plaintiff and  
14                   Class Members premium wages for every day said meal periods were not  
15                   provided in violation of Labor Code §§ 226.7 and 512.

16           (c)     Failing to authorize or permit compliant rest breaks without paying  
17                   Plaintiff and Class Members premium wages for every day said rest  
18                   breaks were not authorized or permitted in violation of Labor Code §  
19                   226.7.

20           (d)     Failing to provide Plaintiff and Class Members with accurate itemized  
21                   wage statements in violation of Labor Code § 226.

22           (e)     Failing to timely pay all earned wages to the members of the Waiting  
23                   Time Subclass upon separation of employment in violation of Labor Code  
24                   §§ 201, 202, 203.

25           88.     As alleged herein, Defendants systematically engaged in unlawful conduct in  
26     violation of the California Labor Code and IWC Wage Orders, such as failing to pay all wages  
27     (minimum and overtime wages), failing to provide meal periods and rest breaks or compensation  
28     in lieu thereof, failing to furnish accurate wage statements, and failing to pay all wages due and

owing upon separation of employment in a timely manner, all in order to decrease their costs of doing business and increase their profits.

89. 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.

90. 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.

91. As a result of Defendants' intentional, willful, purposeful, and wrongful misrepresentation of their conformance with the California Labor Code and IWC Wage Orders, Plaintiff and Class Members suffered a loss of wages and monies, all in an amount to be shown according to proof at trial.

92. 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.*

93. 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.

94. 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.

#### **EIGHTH CAUSE OF ACTION**

##### **ENFORCEMENT OF LABOR CODE §§ 2698 ET SEQ. ("PAGA")**

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

1           96. Pursuant to Labor Code § 2699(a), any provision of the Labor Code that provides  
2 for a civil penalty to be assessed and collected by the Labor and Workforce Development  
3 Agency (“LWDA”) or any of its departments, divisions, commissions, boards, agencies, or  
4 employees for violation of the Labor Code may, as an alternative, be recovered through a civil  
5 action brought by an aggrieved employee on behalf of himself or herself and other current or  
6 former employees pursuant to the procedures specified in Labor Code § 2699.3.

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

12           98. Defendants’ conduct violates numerous Wage Order and Labor Code sections,  
13 including, but not limited to, the following:

- 14           (a) violation of Labor Code §§ 201-203, 204, 210, 510, 558, 1182.12, 1194,  
15           1197, and 1198 for failure to timely pay all earned wages (including  
16           minimum wage and overtime wages) owed to Plaintiff and other aggrieved  
17           employees during employment and upon separation of employment as  
18           herein alleged;
- 19           (b) violation of Labor Code §§ 226.7 and 512 for failure to provide meal  
20           periods to Plaintiff and other aggrieved employees and failure to pay  
21           premium wages for missed meal periods as herein alleged;
- 22           (c) violation of Labor Code § 226.7 for failure to permit rest breaks to  
23           Plaintiff and other aggrieved employees and failure to pay premium wages  
24           for missed rest periods as herein alleged;
- 25           (d) violation of Labor Code §§ 226 and 226.3 for failure to provide accurate  
26           itemized wage statements to Plaintiff and other aggrieved employees as  
27           herein alleged; and  
28

1 (e) 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 99. Plaintiff is an “aggrieved employee” because he was employed by the alleged  
5 violator and had one or more of the violations committed against him, and therefore is properly  
6 suited to represent the interests of all other aggrieved employees.

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

10 101. 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.

13 102. For bringing this action, Plaintiff is entitled to attorney’s fees and costs incurred  
14 herein.

15 **PRAYER FOR RELIEF**

16 Plaintiff, on his own behalf and on behalf of all others similarly situated, prays for relief  
17 and judgment against Defendants, jointly and severally, as follows:

- 18 1. For certification under California Code of Civil Procedure § 382 of the proposed  
19 Class, Waiting Time Subclass, and any other appropriate subclasses;
- 20 2. For appointment of Aaron Luangphonh as the class representative;
- 21 3. For appointment of Aegis Law Firm, PC, as class counsel for all purposes;
- 22 4. For compensatory damages in an amount according to proof at trial;
- 23 5. For an award of damages in the amount of unpaid compensation including, but  
24 not limited to, unpaid wages, benefits, and penalties;
- 25 6. For economic and/or special damages in an amount according to proof at trial;
- 26 7. For liquidated damages pursuant to Labor Code § 1194.2;
- 27 8. For statutory penalties to the extent permitted by law, including those pursuant to  
28 the Labor Code and IWC Wage Orders;

1           9.     For injunctive relief as provided by the California Labor Code and California  
2 Business and Professions Code §§ 17200, *et seq.*;

3           10.    For restitution as provided by Business and Professions Code §§ 17200, *et seq.*;

4           11.    For an order requiring Defendants to restore and disgorge all funds to each  
5 employee acquired by means of any act or practice declared by this Court to be unlawful, unfair,  
6 or fraudulent and, therefore, constituting unfair competition under Business and Professions  
7 Code §§ 17200, *et seq.*;

8           12.    For pre-judgment interest;

9           13.    For civil penalties, including but not limited to, penalties against Defendants on  
10 behalf of all aggrieved employees;

11          14.    For reasonable attorneys' fees, costs of suit, and interest to the extent permitted by  
12 law, including, but not limited to, Code of Civil Procedure § 1021.5 and Labor Code §§ 226(e),  
13 1194, and 2698 *et seq.*; and

14          15.    For such other relief as the Court deems just and proper.

15  
16 Dated: June 17, 2021

**AEGIS LAW FIRM, PC**

17  
18 By:   
19     Jordan Wysocki  
20     Attorneys for Plaintiff Aaron Luangphonh  
21  
22  
23  
24  
25  
26  
27  
28

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 June 17, 2021, I served the foregoing document entitled:

5 • **FIRST AMENED CLASS ACTION COMPLAINT**

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

7 Susannah K. Howard  
8 O'MELVENY & MYERS, LLP  
9 2 Embarcadero Center  
10 San Francisco, CA 94111-3823  
11 Phone: 415-984-8976  
12 Facsimile: 415-984-8701  
13 [showard@omm.com](mailto:showard@omm.com)

14 *Attorneys for Defendant:*  
15 BETTER MORTGAGE CORPORATION

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

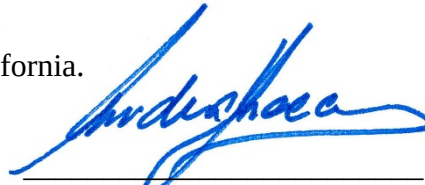
23 ☐ **(BY OVERNIGHT MAIL)** I am personally and readily familiar with the business  
24 practice of Aegis Law Firm PC for collection and processing correspondence for  
25 overnight delivery, and I caused such document(s) described herein to be deposited for  
26 delivery to a facility regularly maintained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

28 ☐ **(BY ELECTRONIC TRANSMISSION)** I caused said document(s) to be served via  
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).)

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

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

Executed on June 17, 2021, at Irvine, California.

  
Andrea Drocco

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