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SUPERIOR COURT OF THE STATE OF CALIFORNIA

IN AND FOR THE COUNTY OF SAN DIEGO

CYNTHIA FITZPATRICK, an individual, on behalf of
herself, and on behalf of all persons similarly situated,

Plaintiff,

vs.

MEDIMPACT HEALTHCARE SYSTEMS, INC., a
Corporation; and DOES 1 through 50, inclusive,

Defendants.

Case No. 25CU043079C

**FIRST AMENDED CLASS ACTION COMPLAINT
FOR:**

1. UNFAIR COMPETITION IN VIOLATION OF CAL. BUS. & PROF. CODE §§ 17200;
 2. FAILURE TO PAY MINIMUM WAGES IN VIOLATION OF CAL. LAB. CODE §§ 1194, 1197 & 1197.1;
 3. FAILURE TO PAY OVERTIME WAGES IN VIOLATION OF CAL. LAB. CODE § 510;
 4. FAILURE TO PROVIDE REQUIRED MEAL PERIODS IN VIOLATION OF CAL. LAB. CODE §§ 226.7 & 512 AND THE APPLICABLE IWC WAGE ORDER;
 5. FAILURE TO PROVIDE REQUIRED REST PERIODS IN VIOLATION OF CAL. LAB. CODE §§ 226.7 & 512 AND THE APPLICABLE IWC WAGE ORDER;
 6. FAILURE TO PROVIDE ACCURATE ITEMIZED STATEMENTS IN VIOLATION OF CAL. LAB. CODE § 226;
 7. FAILURE TO REIMBURSE EMPLOYEES FOR REQUIRED EXPENSES IN VIOLATION OF CAL. LAB. CODE § 2802;
 8. FAILURE TO PROVIDE WAGES WHEN DUE IN VIOLATION OF CAL. LAB. CODE §§ 201, 202 AND 203;
 9. FAILURE TO PAY SICK PAY WAGES IN VIOLATION OF CAL. LAB. CODE §§ 201-203, 233, 246;
 10. DISCRIMINATION AND RETALIATION VIOLATION OF FEHA;
 11. WRONGFUL TERMINATION IN VIOLATION OF PUBLIC POLICY; and,
 12. VIOLATION OF THE PRIVATE ATTORNEYS GENERAL ACT [LABOR CODE §§ 2698]
- DEMAND FOR A JURY TRIAL**

1 Cynthia Fitzpatrick (“PLAINTIFF”), an individual, on behalf of herself and all other
2 similarly situated current and former employees allege on information and belief, except for her
3 own acts and knowledge which are based on personal knowledge, the following.

4
5 **THE PARTIES**

6 1. Medimpact Healthcare Systems, Inc. is a corporation that at all relevant times
7 mentioned herein conducted and continues to conduct substantial business in California.

8 2. DEFENDANT is a full-service Pharmacy Benefit Manager (PBM). The company
9 drives revenue through independent drug benefit management. Defendant does business with
10 health plans, hospitals, and employers to provide pharmacy benefit management services to its
11 members.

12 3. PLAINTIFF was employed by DEFENDANT in California from 2020 to March
13 of 2025. PLAINTIFF was at all times classified by DEFENDANT as a non-exempt employee,
14 paid on an hourly basis, and entitled to the legally required meal and rest periods and payment
15 of minimum and overtime wages due for all time worked.

16 4. PLAINTIFF brings this Class Action on behalf of herself and a California class,
17 defined as all individuals who are or previously were employed by DEFENDANT in California,
18 including any employees staffed with DEFENDANT by a third party, and classified as
19 non-exempt employees (the “CALIFORNIA CLASS”) at any time during the period beginning
20 four (4) years prior to the filing of this Complaint and ending on the date as determined by the
21 Court (the “CALIFORNIA CLASS PERIOD”). The amount in controversy for the aggregate
22 claim of CALIFORNIA CLASS Members is under five million dollars (\$5,000,000.00).

23 5. PLAINTIFF brings this Class Action on behalf of herself and a CALIFORNIA
24 CLASS in order to fully compensate the CALIFORNIA CLASS for their losses incurred
25 during the CALIFORNIA CLASS PERIOD caused by DEFENDANT's policy and practice
26 which failed to lawfully compensate these employees. DEFENDANT's policy and practice
27 alleged herein was an unlawful, unfair and deceptive business practice whereby
28 DEFENDANT retained and continues to retain wages due to PLAINTIFF and the other

members of the CALIFORNIA CLASS. PLAINTIFF and the other members of the CALIFORNIA CLASS seek an injunction enjoining such conduct by DEFENDANT in the future, relief for the named PLAINTIFF and the other members of the CALIFORNIA CLASS who have been economically injured by DEFENDANT's past and current unlawful conduct, and all other appropriate legal and equitable relief.

6. The true names and capacities, whether individual, corporate, subsidiary, partnership, associate or otherwise of defendants DOES 1 through 50, inclusive, are presently unknown to PLAINTIFF who therefore sues these Defendants by such fictitious names pursuant to Cal. Civ. Proc. Code § 474. PLAINTIFF will seek leave to amend this Complaint to allege the true names and capacities of Does 1 through 50, inclusive, when they are ascertained. PLAINTIFF is informed and believe, and based upon that information and belief alleges, that the Defendants named in this Complaint, including DOES 1 through 50, inclusive, are responsible in some manner for one or more of the events and happenings that proximately caused the injuries and damages hereinafter alleged.

7. The agents, servants and/or employees of the Defendants and each of them acting on behalf of the Defendants acted within the course and scope of his, her or its authority as the agent, servant and/or employee of the Defendants, and personally participated in the conduct alleged herein on behalf of the Defendants with respect to the conduct alleged herein. Consequently, the acts of each Defendant are legally attributable to the other Defendants and all Defendants are jointly and severally liable to PLAINTIFF and the other members of the CALIFORNIA CLASS, for the loss sustained as a proximate result of the conduct of the Defendants' agents, servants and/or employees.

THE CONDUCT

8. Pursuant to the Industrial Welfare Commission Wage Orders, DEFENDANT was required to pay PLAINTIFF and CALIFORNIA CLASS Members for all their time worked, meaning the time during which an employee is subject to the control of an employer, including all the time the employee is suffered or permitted to work.

1 DEFENDANT requires PLAINTIFF and CALIFORNIA CLASS Members to work without
2 paying them for all the time they are under DEFENDANT's control. Among other things,
3 DEFENDANT requires PLAINTIFF to work while clocked out during what is supposed to
4 be PLAINTIFF's off-duty meal break. PLAINTIFF were from time to time interrupted by
5 work assignments while clocked out for what should have been PLAINTIFF's off-duty meal
6 break. DEFENDANT, as a matter of established company policy and procedure, administers
7 a uniform practice of rounding the actual time worked and recorded by PLAINTIFF and
8 CALIFORNIA CLASS Members, always to the benefit of DEFENDANT, so that during the
9 course of their employment, PLAINTIFF and CALIFORNIA CLASS Members are paid less
10 than they would have been paid had they been paid for actual recorded time rather than
11 "rounded" time. As a result, PLAINTIFF and other CALIFORNIA CLASS Members forfeit
12 minimum wage, overtime wage compensation, and off-duty meal breaks by working without
13 their time being correctly recorded and without compensation at the applicable rates.
14 DEFENDANT's policy and practice not to pay PLAINTIFF and other CALIFORNIA
15 CLASS Members for all time worked, is evidenced by DEFENDANT's business records.

16 9. State and federal law provides that employees must be paid overtime and meal
17 and rest break premiums at one-and-one-half times their "regular rate of pay." PLAINTIFF
18 and other CALIFORNIA CLASS Members are compensated at an hourly rate plus incentive
19 pay that is tied to specific elements of an employee's performance.

20 10. The second component of PLAINTIFF's and other CALIFORNIA CLASS
21 Members' compensation is DEFENDANT's non-discretionary incentive program that paid
22 PLAINTIFF and other CALIFORNIA CLASS Members incentive wages based on their
23 performance for DEFENDANT. The non-discretionary incentive program provided all
24 employees paid on an hourly basis with incentive compensation when the employees met the
25 various performance goals set by DEFENDANT. However, when calculating the regular
26 rate of pay in order to pay overtime and meal and rest break premiums to PLAINTIFF and
27 other CALIFORNIA CLASS Members, DEFENDANT failed to include the incentive
28 compensation as part of the employees' "regular rate of pay" for purposes of calculating

1 overtime pay and meal and rest break premium pay. Management and supervisors described
2 the incentive program to potential and new employees as part of the compensation package.
3 As a matter of law, the incentive compensation received by PLAINTIFF and other
4 CALIFORNIA CLASS Members must be included in the “regular rate of pay.” The failure
5 to do so has resulted in a underpayment of overtime compensation and meal and rest break
6 premiums to PLAINTIFF and other CALIFORNIA CLASS Members by DEFENDANT.

7 11. As a result of their rigorous work schedules, PLAINTIFF and other
8 CALIFORNIA CLASS Members were from time to time unable to take thirty (30) minute
9 off duty meal breaks and were not fully relieved of duty for their meal periods. PLAINTIFF
10 and other CALIFORNIA CLASS Members were required from time to time to perform
11 work as ordered by DEFENDANT for more than five (5) hours during some shifts without
12 receiving a meal break. Further, DEFENDANT from time to time failed to provide
13 PLAINTIFF and CALIFORNIA CLASS Members with a second off-duty meal period for
14 some workdays in which these employees were required by DEFENDANT to work ten (10)
15 hours of work. DEFENDANT also engaged in the practice of rounding the meal period
16 times to avoid paying penalties to PLAINTIFF and other CALIFORNIA CLASS Members.
17 PLAINTIFF and other members of the CALIFORNIA CLASS therefore forfeit meal breaks
18 without additional compensation and in accordance with DEFENDANT’s corporate policy
19 and practice.

20 12. During the CALIFORNIA CLASS PERIOD, PLAINTIFF and other
21 CALIFORNIA CLASS Members were also required from time to time to work in excess of
22 four (4) hours without being provided ten (10) minute rest periods. Further, these employees
23 were denied their first rest periods of at least ten (10) minutes for some shifts worked of at
24 least two (2) to four (4) hours from time to time, a first and second rest period of at least ten
25 (10) minutes for some shifts worked of between six (6) and eight (8) hours from time to
26 time, and a first, second and third rest period of at least ten (10) minutes for some shifts
27 worked of ten (10) hours or more from time to time. PLAINTIFF and other CALIFORNIA
28 CLASS Members were also not provided with one hour wages in lieu thereof. Additionally,

1 the applicable California Wage Order requires employers to provide employees with off-
2 duty rest periods, which the California Supreme Court defined as time during which an
3 employee is relieved from all work related duties and free from employer control. In so
4 doing, the Court held that the requirement under California law that employers authorize and
5 permit all employees to take rest period means that employers must relieve employees of all
6 duties and relinquish control over how employees spend their time which includes control
7 over the locations where employees may take their rest period. Employers cannot impose
8 controls that prohibit an employee from taking a brief walk - five minutes out, five minutes
9 back. Here, DEFENDANT's policy restricted PLAINTIFF and other CALIFORNIA
10 CLASS Members from unconstrained walks and is unlawful based on DEFENDANT's rule
11 which states PLAINTIFF and other CALIFORNIA CLASS Members cannot leave the work
12 premises during their rest period.

13 13. During the CALIFORNIA CLASS PERIOD, DEFENDANT failed to
14 accurately record and pay PLAINTIFF and other CALIFORNIA CLASS Members for the
15 actual amount of time these employees worked. Pursuant to the Industrial Welfare
16 Commission Wage Orders, DEFENDANT was required to pay PLAINTIFF and other
17 CALIFORNIA CLASS Members for all time worked, meaning the time during which an
18 employee was subject to the control of an employer, including all the time the employee was
19 permitted or suffered to permit this work. DEFENDANT required these employees to work
20 off the clock without paying them for all the time they were under DEFENDANT's control.
21 As such, DEFENDANT knew or should have known that PLAINTIFF and the other
22 members of the CALIFORNIA CLASS were under compensated for all time worked. As a
23 result, PLAINTIFF and other CALIFORNIA CLASS Members forfeited time worked by
24 working without their time being accurately recorded and without compensation at the
25 applicable minimum wage and overtime wage rates. To the extent that the time worked off
26 the clock does not qualify for overtime premium payment, DEFENDANT fails to pay
27 minimum wages for the time worked off-the-clock in violation of Cal. Lab. Code §§ 1194,
28 1197, and 1197.1.

1 14. From time to time, DEFENDANT also failed to provide PLAINTIFF and the
2 other members of the CALIFORNIA CLASS with complete and accurate wage statements
3 which failed to show, among other things, the correct gross and net wages earned. Cal. Lab.
4 Code § 226 provides that every employer shall furnish each of his or her employees with an
5 accurate itemized wage statement in writing showing, among other things, gross wages
6 earned and all applicable hourly rates in effect during the pay period and the corresponding
7 amount of time worked at each hourly rate. PLAINTIFF and CALIFORNIA CLASS
8 Members were paid on an hourly basis. As such, the wage statements should reflect all
9 applicable hourly rates during the pay period and the total hours worked, and the applicable
10 pay period in which the wages were earned pursuant to California Labor Code Section
11 226(a). The wage statements DEFENDANT provided to PLAINTIFF and other
12 CALIFORNIA CLASS Members failed to identify such information. More specifically, the
13 wage statements failed to identify the accurate total hours worked each pay period. When
14 the hours shown on the wage statements were added up, they did not equal the actual total
15 hours worked during the pay period in violation of Cal. Lab. Code 226(a)(2). Aside, from
16 the violations listed above in this paragraph, DEFENDANT failed to issue to PLAINTIFF
17 an itemized wage statement that lists all the requirements under California Labor Code 226.
18 As a result, DEFENDANT from time to time provided PLAINTIFF and the other members
19 of the CALIFORNIA CLASS with wage statements which violated Cal. Lab. Code § 226.

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21 15. DEFENDANT underpaid sick pay wages to PLAINTIFF and other
22 CALIFORNIA CLASS Members by failing to pay such wages at the regular rate of pay in
23 violation of Cal. Lab. Code Section 246. Specifically, PLAINTIFF and other non-exempt
24 employees earn non-discretionary remuneration. Rather than pay sick pay at the regular rate
25 of pay, DEFENDANT underpaid sick pay to PLAINTIFF and other CALIFORNIA CLASS
26 Members at their base rates of pay.

27 16. Cal. Lab. Code Section 246(1)(2) requires that paid sick time for nonexempt
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1 employees be calculated by dividing the employee's total wages, not including overtime
2 premium pay, by the employee's total hours worked in the full pay periods of the prior 90
3 days of employment.

4 17. DEFENDANT violated Cal. Lab. Code Section 246 by failing to pay sick pay
5 at the regular rate of pay. PLAINTIFF and CALIFORNIA CLASS Members routinely
6 earned non-discretionary incentive wages which increased their regular rate of pay.
7 However, when sick pay was paid, it was paid at the base rate of pay for PLAINTIFF and
8 members of the CALIFORNIA CLASS, as opposed to the correct, higher regular rate of pay,
9 as required under Cal. Lab. Code Section 246.

10 18. As a pattern and practice, DEFENDANT regularly failed to pay PLAINTIFF
11 and other members of the CALIFORNIA CLASS their correct wages and accordingly owe
12 waiting time penalties pursuant to Cal. Lab. Code Section 203. Further, PLAINTIFF are
13 informed and believe and based thereon allege that such failure to pay sick pay at regular
14 rate was willful, such that PLAINTIFF and members of the CALIFORNIA CLASS whose
15 employment has separated are entitled to waiting time penalties pursuant to Cal. Lab. Code
16 Sections 201-203.

17 19. Pursuant to Cal. Lab. Code Section 221, "It shall be unlawful for any employer
18 to collect or receive from an employee any part of wages theretofore paid by said employer
19 to said employee." DEFENDANT failed to pay all compensation due to PLAINTIFF and
20 other CALIFORNIA LABOR SUB-CLASS Members, made unlawful deductions from
21 compensation payable to PLAINTIFF and CALIFORNIA LABOR SUB-CLASS Members,
22 failed to disclose all aspects of the deductions from compensation payable to PLAINTIFF
23 and CALIFORNIA LABOR SUB-CLASS Members, and thereby failed to pay these
24 employees all wages due at each applicable pay period and upon termination. PLAINTIFF
25 and members of the CALIFORNIA LABOR SUB-CLASS seek recovery of all illegal
26 deductions from wages according to proof, related penalties, interest, attorney fees and costs.

27 20. DEFENDANT intentionally and knowingly failed to reimburse and indemnify
28 PLAINTIFF and the other CALIFORNIA CLASS Members for required business expenses

1 incurred by the PLAINTIFF and other CALIFORNIA CLASS Members in direct
2 consequence of discharging their duties on behalf of DEFENDANT. Under California
3 Labor Code Section 2802, employers are required to indemnify employees for all expenses
4 incurred in the course and scope of their employment. Cal. Lab. Code § 2802 expressly
5 states that "an employer shall indemnify his or her employee for all necessary expenditures
6 or losses incurred by the employee in direct consequence of the discharge of his or her
7 duties, or of his or her obedience to the directions of the employer, even though unlawful,
8 unless the employee, at the time of obeying the directions, believed them to be unlawful."

9 21. In the course of their employment PLAINTIFF and other CALIFORNIA
10 CLASS Members as a business expense, were required by DEFENDANT to use their own
11 personal cellular phones as a result of and in furtherance of their job duties as employees for
12 DEFENDANT but are not reimbursed or indemnified by DEFENDANT for the cost
13 associated with the use of their personal cellular phones for DEFENDANT's benefit.
14 Specifically, PLAINTIFF and other CALIFORNIA CLASS Members were required by
15 DEFENDANT to use their personal cellular phones. As a result, in the course of their
16 employment with DEFENDANT, PLAINTIFF and other members of the CALIFORNIA
17 CLASS incurred unreimbursed business expenses which included, but were not limited to,
18 costs related to the use of their personal cellular phones all on behalf of and for the benefit
19 of DEFENDANT.

20 22. Specifically as to PLAINTIFF, DEFENDANT failed to provide all the legally
21 required off-duty meal and rest breaks to PLAINTIFF as required by the applicable Wage
22 Order and Labor Code and failed to pay PLAINTIFF all minimum and overtime wages due
23 to PLAINTIFF. DEFENDANT did not have a policy or practice which provided timely off-
24 duty meal and rest breaks to PLAINTIFF and also failed to compensate PLAINTIFF for
25 PLAINTIFF's missed meal and rest breaks. The nature of the work performed by the
26 PLAINTIFF did not prevent PLAINTIFF from being relieved of all of PLAINTIFF's duties
27 for the legally required off-duty meal periods. As a result, DEFENDANT's failure to
28 provide PLAINTIFF with the legally required meal periods is evidenced by DEFENDANT's

1 business records. The amount in controversy for PLAINTIFF individually does not exceed
2 the sum or value of \$75,000.

3 **JURISDICTION AND VENUE**

4 23. This Court has jurisdiction over this Action pursuant to California Code of
5 Civil Procedure, Section 410.10 and California Business & Professions Code, Section
6 17203. This action is brought as a Class Action on behalf of PLAINTIFF and similarly
7 situated employees of DEFENDANT pursuant to Cal. Code of Civ. Proc. § 382.

8 24. Venue is proper in this Court pursuant to California Code of Civil Procedure,
9 Sections 395 and 395.5, because PLAINTIFF worked in this County for DEFENDANT and
10 DEFENDANT (i) currently maintains and at all relevant times maintained offices and
11 facilities in this County and/or conducts substantial business in this County, and (ii)
12 committed the wrongful conduct herein alleged in this County against members of the
13 CALIFORNIA CLASS.

14 **THE CALIFORNIA CLASS**

15 25. PLAINTIFF brings the First Cause of Action for Unfair, Unlawful and
16 Deceptive Business Practices pursuant to Cal. Bus. & Prof. Code §§ 17200, (the "UCL") as
17 a Class Action, pursuant to Cal. Code of Civ. Proc. § 382, on behalf of a California class,
18 defined as all individuals who are or previously were employed by DEFENDANT in
19 California, including any employees staffed with DEFENDANT by a third party, and
20 classified as non-exempt employees (the "CALIFORNIA CLASS") at any time during the
21 period beginning four (4) years prior to the filing of this Complaint and ending on the date
22 as determined by the Court (the "CALIFORNIA CLASS PERIOD"). The amount in
23 controversy for the aggregate claim of CALIFORNIA CLASS Members is under five
24 million dollars (\$5,000,000.00).
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1 26. To the extent equitable tolling operates to toll claims by the CALIFORNIA
2 CLASS against DEFENDANT, the CALIFORNIA CLASS PERIOD should be adjusted
3 accordingly.

4 27. DEFENDANT, as a matter of company policy, practice and procedure, and in
5 violation of the applicable Labor Code, Industrial Welfare Commission ("IWC") Wage
6 Order requirements, and the applicable provisions of California law, intentionally,
7 knowingly, and wilfully, engaged in a practice whereby DEFENDANT failed to record all
8 meal and rest breaks missed by PLAINTIFF and other CALIFORNIA CLASS Members,
9 even though DEFENDANT enjoyed the benefit of this work, required employees to perform
10 this work and permits or suffers to permit this work.

11 28. DEFENDANT has the legal burden to establish that each and every
12 CALIFORNIA CLASS Member was paid accurately for all meal and rest breaks missed as
13 required by California laws. The DEFENDANT, however, as a matter of policy and
14 procedure failed to have in place during the CALIFORNIA CLASS PERIOD and still fails
15 to have in place a policy or practice to ensure that each and every CALIFORNIA CLASS
16 Member is paid as required by law. This common business practice is applicable to each
17 and every CALIFORNIA CLASS Member can be adjudicated on a class-wide basis as
18 unlawful, unfair, and/or deceptive under Cal. Business & Professions Code §§ 17200, (the
19 "UCL") as causation, damages, and reliance are not elements of this claim.

20 29. The CALIFORNIA CLASS, is so numerous that joinder of all CALIFORNIA
21 CLASS Members is impracticable.

22 30. DEFENDANT violated the rights of the CALIFORNIA CLASS under
23 California law by:

- 24 (a) Committing an act of unfair competition in violation of , Cal. Bus. &
25 Prof. Code §§ 17200, (the "UCL"), by unlawfully, unfairly and/or
26 deceptively having in place company policies, practices and procedures
27 that failed to record and pay PLAINTIFF and the other members of the
28 CALIFORNIA CLASS for all time worked, including minimum wages

1 owed and overtime wages owed for work performed by these
2 employees; and,

- 3 (b) Committing an act of unfair competition in violation of the UCL, by
4 failing to provide the PLAINTIFF and the other members of the
5 CALIFORNIA CLASS with the legally required meal and rest periods.

6 31. This Class Action meets the statutory prerequisites for the maintenance of a
7 Class Action as set forth in Cal. Code of Civ. Proc. § 382, in that:

- 8 (a) The persons who comprise the CALIFORNIA CLASS are so numerous
9 that the joinder of all such persons is impracticable and the disposition
10 of their claims as a class will benefit the parties and the Court;
11 (b) Nearly all factual, legal, statutory, declaratory and injunctive relief
12 issues that are raised in this Complaint are common to the
13 CALIFORNIA CLASS will apply to every member of the
14 CALIFORNIA CLASS;
15 (c) The claims of the representative PLAINTIFF are typical of the claims
16 of each member of the CALIFORNIA CLASS. PLAINTIFF, like all
17 the other members of the CALIFORNIA CLASS, were classified as
18 non-exempt employees paid on an hourly basis who were subjected to
19 the DEFENDANT's deceptive practice and policy which failed to
20 provide the legally required meal and rest periods to the CALIFORNIA
21 CLASS and thereby underpaid compensation to PLAINTIFF and
22 CALIFORNIA CLASS. PLAINTIFF sustained economic injury as a
23 result of DEFENDANT's employment practices. PLAINTIFF and the
24 members of the CALIFORNIA CLASS were and are similarly or
25 identically harmed by the same unlawful, deceptive and unfair
26 misconduct engaged in by DEFENDANT; and,
27 (d) The representative PLAINTIFF will fairly and adequately represent and
28 protect the interest of the CALIFORNIA CLASS, and have retained

counsel who are competent and experienced in Class Action litigation. There are no material conflicts between the claims of the representative PLAINTIFF and the members of the CALIFORNIA CLASS that would make class certification inappropriate. Counsel for the CALIFORNIA CLASS will vigorously assert the claims of all CALIFORNIA CLASS Members.

32. In addition to meeting the statutory prerequisites to a Class Action, this action is properly maintained as a Class Action pursuant to Cal. Code of Civ. Proc. § 382, in that:

(a) Without class certification and determination of declaratory, injunctive, statutory and other legal questions within the class format, prosecution of separate actions by individual members of the CALIFORNIA CLASS will create the risk of:

1) Inconsistent or varying adjudications with respect to individual members of the CALIFORNIA CLASS which would establish incompatible standards of conduct for the parties opposing the CALIFORNIA CLASS; and/or,

2) Adjudication with respect to individual members of the CALIFORNIA CLASS which would as a practical matter be dispositive of interests of the other members not party to the adjudication or substantially impair or impede their ability to protect their interests.

(b) The parties opposing the CALIFORNIA CLASS have acted or refused to act on grounds generally applicable to the CALIFORNIA CLASS, making appropriate class-wide relief with respect to the CALIFORNIA CLASS as a whole in that DEFENDANT failed to pay all wages due to members of the CALIFORNIA CLASS as required by law;

1) With respect to the First Cause of Action, the final relief on behalf of the CALIFORNIA CLASS sought does not relate

1 exclusively to restitution because through this claim
2 PLAINTIFF seek declaratory relief holding that the
3 DEFENDANT's policy and practices constitute unfair
4 competition, along with declaratory relief, injunctive relief, and
5 incidental equitable relief as may be necessary to prevent and
6 remedy the conduct declared to constitute unfair competition;

7 (c) Common questions of law and fact exist as to the members of the
8 CALIFORNIA CLASS, with respect to the practices and violations of
9 California law as listed above, and predominate over any question
10 affecting only individual CALIFORNIA CLASS Members, and a Class
11 Action is superior to other available methods for the fair and efficient
12 adjudication of the controversy, including consideration of:

- 13 1) The interests of the members of the CALIFORNIA CLASS in
14 individually controlling the prosecution or defense of separate
15 actions in that the substantial expense of individual actions will
16 be avoided to recover the relatively small amount of economic
17 losses sustained by the individual CALIFORNIA CLASS
18 Members when compared to the substantial expense and burden
19 of individual prosecution of this litigation;
- 20 2) Class certification will obviate the need for unduly duplicative
21 litigation that would create the risk of:
 - 22 A. Inconsistent or varying adjudications with respect to
23 individual members of the CALIFORNIA CLASS, which
24 would establish incompatible standards of conduct for the
25 DEFENDANT; and/or,
 - 26 B. Adjudications with respect to individual members of the
27 CALIFORNIA CLASS would as a practical matter be
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dispositive of the interests of the other members not parties to the adjudication or substantially impair or impede their ability to protect their interests;

- 3) In the context of wage litigation because a substantial number of individual CALIFORNIA CLASS Members will avoid asserting their legal rights out of fear of retaliation by DEFENDANT, which may adversely affect an individual's job with DEFENDANT or with a subsequent employer, the Class Action is the only means to assert their claims through a representative; and,
- 4) A class action is superior to other available methods for the fair and efficient adjudication of this litigation because class treatment will obviate the need for unduly and unnecessary duplicative litigation that is likely to result in the absence of certification of this action pursuant to Cal. Code of Civ. Proc. § 382.

33. This Court should permit this action to be maintained as a Class Action pursuant to Cal. Code of Civ. Proc. § 382 because:

- (a) The questions of law and fact common to the CALIFORNIA CLASS predominate over any question affecting only individual CALIFORNIA CLASS Members because the DEFENDANT's employment practices are applied with respect to the CALIFORNIA CLASS;
- (b) A Class Action is superior to any other available method for the fair and efficient adjudication of the claims of the members of the CALIFORNIA CLASS because in the context of employment litigation a substantial number of individual CALIFORNIA CLASS Members will avoid asserting their rights individually out of fear of retaliation or adverse impact on their employment;

- 1 (c) The members of the CALIFORNIA CLASS are so numerous that it is
2 impractical to bring all members of the CALIFORNIA CLASS before
3 the Court;
- 4 (d) PLAINTIFF, and the other CALIFORNIA CLASS Members, will not
5 be able to obtain effective and economic legal redress unless the action
6 is maintained as a Class Action;
- 7 (e) There is a community of interest in obtaining appropriate legal and
8 equitable relief for the acts of unfair competition, statutory violations
9 and other improprieties, and in obtaining adequate compensation for
10 the damages and injuries which DEFENDANT's actions have inflicted
11 upon the CALIFORNIA CLASS;
- 12 (f) There is a community of interest in ensuring that the combined assets of
13 DEFENDANT are sufficient to adequately compensate the members of
14 the CALIFORNIA CLASS for the injuries sustained;
- 15 (g) DEFENDANT has acted or refused to act on grounds generally
16 applicable to the CALIFORNIA CLASS, thereby making final class-
17 wide relief appropriate with respect to the CALIFORNIA CLASS as a
18 whole;
- 19 (h) The members of the CALIFORNIA CLASS are readily ascertainable
20 from the business records of DEFENDANT; and,
- 21 (i) Class treatment provides manageable judicial treatment calculated to
22 bring a efficient and rapid conclusion to all litigation of all wage and
23 hour related claims arising out of the conduct of DEFENDANT as to
24 the members of the CALIFORNIA CLASS.

25 34. DEFENDANT maintains records from which the Court can ascertain and
26 identify by job title each of DEFENDANT's employees who have been intentionally
27 subjected to DEFENDANT's company policy, practices and procedures as herein alleged.
28

1 PLAINTIFF will seek leave to amend the Complaint to include any additional job titles of
2 similarly situated employees when they have been identified.

3
4 **THE CALIFORNIA LABOR SUB-CLASS**

5 35. PLAINTIFF further brings the Second, Third, Fourth, Fifth, Sixth, Seventh,
6 Eighth and Ninth causes Action on behalf of a California sub-class, defined as all members
7 of the CALIFORNIA CLASS who are or previously were employed by DEFENDANT in
8 California, including any employees staffed with DEFENDANT by a third party, and
9 classified as non-exempt employees (the "CALIFORNIA LABOR SUB-CLASS") at any
10 time during the period three (3) years prior to the filing of the complaint and ending on the
11 date as determined by the Court (the "CALIFORNIA LABOR SUB-CLASS PERIOD")
12 pursuant to Cal. Code of Civ. Proc. § 382. The amount in controversy for the aggregate
13 claim of CALIFORNIA LABOR SUB-CLASS Members is under five million dollars
14 (\$5,000,000.00).

15 36. DEFENDANT, in violation of the applicable Labor Code, Industrial Welfare
16 Commission ("IWC") Wage Order requirements, and the applicable provisions of California
17 law, intentionally, knowingly, and wilfully, engaged in a practice whereby DEFENDANT
18 failed to correctly calculate compensation for the time worked by PLAINTIFF and the other
19 members of the CALIFORNIA LABOR SUB-CLASS and reporting time wages owed to
20 these employees, even though DEFENDANT enjoyed the benefit of this work, required
21 employees to perform this work and permitted or suffered to permit this work.
22 DEFENDANT has denied these CALIFORNIA LABOR SUB-CLASS Members wages to
23 which these employees are entitled in order to unfairly cheat the competition and unlawfully
24 profit. To the extent equitable tolling operates to toll claims by the CALIFORNIA LABOR
25 SUB-CLASS against DEFENDANT, the CALIFORNIA LABOR SUB-CLASS PERIOD
26 should be adjusted accordingly.

27 37. DEFENDANT maintains records from which the Court can ascertain and
28

1 identify by name and job title, each of DEFENDANT's employees who have been
2 intentionally subjected to DEFENDANT's company policy, practices and procedures as
3 herein alleged. PLAINTIFF will seek leave to amend the complaint to include any
4 additional job titles of similarly situated employees when they have been identified.

5 38. The CALIFORNIA LABOR SUB-CLASS is so numerous that joinder of all
6 CALIFORNIA LABOR SUB-CLASS Members is impracticable.

7 39. Common questions of law and fact exist as to members of the CALIFORNIA
8 LABOR SUB-CLASS, including, but not limited, to the following:

- 9 (a) Whether DEFENDANT unlawfully failed to correctly calculate and pay
10 compensation due to members of the CALIFORNIA LABOR SUB-
11 CLASS for missed meal and rest breaks in violation of the California
12 Labor Code and California regulations and the applicable California
13 Wage Order;
- 14 (b) Whether DEFENDANT failed to provide the PLAINTIFF and the other
15 members of the CALIFORNIA LABOR SUB-CLASS with accurate
16 itemized wage statements;
- 17 (c) Whether DEFENDANT has engaged in unfair competition by the
18 above-listed conduct;
- 19 (d) The proper measure of damages and penalties owed to the members of
20 the CALIFORNIA LABOR SUB-CLASS; and,
- 21 (e) Whether DEFENDANT's conduct was willful.

22 40. DEFENDANT violated the rights of the CALIFORNIA LABOR SUB-
23 CLASS under California law by:

- 24 (a) Violating Cal. Lab. Code § 510, by failing to correctly pay the
25 PLAINTIFF and the members of the CALIFORNIA LABOR SUB-
26 CLASS all wages due for overtime worked, for which DEFENDANT is
27 liable pursuant to Cal. Lab. Code § 1194;
- 28

- 1 (b) Violating Cal. Lab. Code §§ 1194, 1197 & 1197.1, by failing to
2 accurately pay PLAINTIFF and the members of the CALIFORNIA
3 LABOR SUB-CLASS the correct minimum wage pay for which
4 DEFENDANT is liable pursuant to Cal. Lab. Code §§ 1194 and 1197;
- 5 (c) Violating Cal. Lab. Code § 226, by failing to provide PLAINTIFF and
6 the members of the CALIFORNIA LABOR SUB-CLASS with an
7 accurate itemized statement in writing showing the corresponding
8 correct amount of wages earned by the employee;
- 9 (d) Violating Cal. Lab. Code §§ 226.7 and 512, by failing to provide
10 PLAINTIFF and the other members of the CALIFORNIA LABOR
11 SUB-CLASS with all legally required off-duty, uninterrupted thirty
12 (30) minute meal breaks and the legally required off-duty rest breaks;
- 13 (e) Violating Cal. Lab. Code §§ 201, 202 and/or 203, which provides that
14 when an employee is discharged or quits from employment, the
15 employer must pay the employee all wages due without abatement, by
16 failing to tender full payment and/or restitution of wages owed or in the
17 manner required by California law to the members of the
18 CALIFORNIA LABOR SUB-CLASS who have terminated their
19 employment; and,
- 20 (f) Violating Cal. Lab. Code § 2802 by failing to reimburse PLAINTIFF
21 and the CALIFORNIA LABOR SUB-CLASS members with necessary
22 expenses incurred in the discharge of their job duties.

23 41. This Class Action meets the statutory prerequisites for the maintenance of a
24 Class Action as set forth in Cal. Code of Civ. Proc. § 382, in that:

- 25 (a) The persons who comprise the CALIFORNIA LABOR SUB-CLASS
26 are so numerous that the joinder of all CALIFORNIA LABOR SUB-
27 CLASS Members is impracticable and the disposition of their claims as
28 a class will benefit the parties and the Court;

- 1 (b) Nearly all factual, legal, statutory, declaratory and injunctive relief
2 issues that are raised in this Complaint are common to the
3 CALIFORNIA LABOR SUB-CLASS and will apply to every member
4 of the CALIFORNIA LABOR SUB-CLASS;
- 5 (c) The claims of the representative PLAINTIFF are typical of the claims
6 of each member of the CALIFORNIA LABOR SUB-CLASS.
7 PLAINTIFF, like all the other members of the CALIFORNIA LABOR
8 SUB-CLASS, were non-exempt employees paid on an hourly basis who
9 were subjected to the DEFENDANT's practice and policy which failed
10 to pay the correct amount of wages due to the CALIFORNIA LABOR
11 SUB-CLASS. PLAINTIFF sustained economic injury as a result of
12 DEFENDANT's employment practices. PLAINTIFF and the members
13 of the CALIFORNIA LABOR SUB-CLASS were and are similarly or
14 identically harmed by the same unlawful, deceptive, and unfair
15 misconduct engaged in by DEFENDANT; and,
- 16 (d) The representative PLAINTIFF will fairly and adequately represent and
17 protect the interest of the CALIFORNIA LABOR SUB-CLASS, and
18 have retained counsel who are competent and experienced in Class
19 Action litigation. There are no material conflicts between the claims of
20 the representative PLAINTIFF and the members of the CALIFORNIA
21 LABOR SUB-CLASS that would make class certification
22 inappropriate. Counsel for the CALIFORNIA LABOR SUB-CLASS
23 will vigorously assert the claims of all CALIFORNIA LABOR SUB-
24 CLASS Members.

25 42. In addition to meeting the statutory prerequisites to a Class Action, this action
26 is properly maintained as a Class Action pursuant to Cal. Code of Civ. Proc. § 382, in that:

- 27 (a) Without class certification and determination of declaratory, injunctive,
28 statutory and other legal questions within the class format, prosecution

1 of separate actions by individual members of the CALIFORNIA
2 LABOR SUB-CLASS will create the risk of:

- 3 1) Inconsistent or varying adjudications with respect to individual
4 members of the CALIFORNIA LABOR SUB-CLASS which
5 would establish incompatible standards of conduct for the
6 parties opposing the CALIFORNIA LABOR SUB-CLASS; or,
7 2) Adjudication with respect to individual members of the
8 CALIFORNIA LABOR SUB-CLASS which would as a
9 practical matter be dispositive of interests of the other members
10 not party to the adjudication or substantially impair or impede
11 their ability to protect their interests.

12 (b) The parties opposing the CALIFORNIA LABOR SUB-CLASS have
13 acted or refused to act on grounds generally applicable to the
14 CALIFORNIA LABOR SUB-CLASS, making appropriate class-wide
15 relief with respect to the CALIFORNIA LABOR SUB-CLASS as a
16 whole in that DEFENDANT fails to pay all wages due. Including the
17 correct wages for all time worked by the members of the
18 CALIFORNIA LABOR SUB-CLASS as required by law;

19 (c) Common questions of law and fact predominate as to the members of
20 the CALIFORNIA LABOR SUB-CLASS, with respect to the practices
21 and violations of California Law as listed above, and predominate over
22 any question affecting only individual CALIFORNIA LABOR SUB-
23 CLASS Members, and a Class Action is superior to other available
24 methods for the fair and efficient adjudication of the controversy,
25 including consideration of:

- 26 1) The interests of the members of the CALIFORNIA LABOR
27 SUB-CLASS in individually controlling the prosecution or
28 defense of separate actions in that the substantial expense of

1 individual actions will be avoided to recover the relatively small
2 amount of economic losses sustained by the individual
3 CALIFORNIA LABOR SUB-CLASS Members when compared
4 to the substantial expense and burden of individual prosecution
5 of this litigation;

- 6 2) Class certification will obviate the need for unduly duplicative
7 litigation that would create the risk of:
- 8 A. Inconsistent or varying adjudications with respect to
9 individual members of the CALIFORNIA LABOR SUB-
10 CLASS, which would establish incompatible standards of
11 conduct for the DEFENDANT; and/or,
 - 12 B. Adjudications with respect to individual members of the
13 CALIFORNIA LABOR SUB-CLASS would as a
14 practical matter be dispositive of the interests of the other
15 members not parties to the adjudication or substantially
16 impair or impede their ability to protect their interests;
- 17 3) In the context of wage litigation because a substantial number of
18 individual CALIFORNIA LABOR SUB-CLASS Members will
19 avoid asserting their legal rights out of fear of retaliation by
20 DEFENDANT, which may adversely affect an individual's job
21 with DEFENDANT or with a subsequent employer, the Class
22 Action is the only means to assert their claims through a
23 representative; and,
- 24 4) A class action is superior to other available methods for the fair
25 and efficient adjudication of this litigation because class
26 treatment will obviate the need for unduly and unnecessary
27 duplicative litigation that is likely to result in the absence of
28

1 certification of this action pursuant to Cal. Code of Civ. Proc. §
2 382.

3 43. This Court should permit this action to be maintained as a Class Action
4 pursuant to Cal. Code of Civ. Proc. § 382 because:

- 5 (a) The questions of law and fact common to the CALIFORNIA LABOR
6 SUB-CLASS predominate over any question affecting only individual
7 CALIFORNIA LABOR SUB-CLASS Members;
- 8 (b) A Class Action is superior to any other available method for the fair
9 and efficient adjudication of the claims of the members of the
10 CALIFORNIA LABOR SUB-CLASS because in the context of
11 employment litigation a substantial number of individual
12 CALIFORNIA LABOR SUB-CLASS Members will avoid asserting
13 their rights individually out of fear of retaliation or adverse impact on
14 their employment;
- 15 (c) The members of the CALIFORNIA LABOR SUB-CLASS are so
16 numerous that it is impractical to bring all members of the
17 CALIFORNIA LABOR SUB-CLASS before the Court;
- 18 (d) PLAINTIFF, and the other CALIFORNIA LABOR SUB-CLASS
19 Members, will not be able to obtain effective and economic legal
20 redress unless the action is maintained as a Class Action;
- 21 (e) There is a community of interest in obtaining appropriate legal and
22 equitable relief for the acts of unfair competition, statutory violations
23 and other improprieties, and in obtaining adequate compensation for
24 the damages and injuries which DEFENDANT's actions have inflicted
25 upon the CALIFORNIA LABOR SUB-CLASS;
- 26 (f) There is a community of interest in ensuring that the combined assets of
27 DEFENDANT are sufficient to adequately compensate the members of
28 the CALIFORNIA LABOR SUB-CLASS for the injuries sustained;

- 1 (g) DEFENDANT has acted or refused to act on grounds generally
2 applicable to the CALIFORNIA LABOR SUB-CLASS, thereby
3 making final class-wide relief appropriate with respect to the
4 CALIFORNIA LABOR SUB-CLASS as a whole;
- 5 (h) The members of the CALIFORNIA LABOR SUB-CLASS are readily
6 ascertainable from the business records of DEFENDANT. The
7 CALIFORNIA LABOR SUB-CLASS consists of all CALIFORNIA
8 CLASS Members who worked for DEFENDANT in California at any
9 time during the CALIFORNIA LABOR SUB-CLASS PERIOD; and,
- 10 (i) Class treatment provides manageable judicial treatment calculated to
11 bring a efficient and rapid conclusion to all litigation of all wage and
12 hour related claims arising out of the conduct of DEFENDANT as to
13 the members of the CALIFORNIA LABOR SUB-CLASS.

14
15 **FIRST CAUSE OF ACTION**

16 **For Unlawful Business Practices**

17 **[Cal. Bus. And Prof. Code §§ 17200]**

18 **(By PLAINTIFF and the CALIFORNIA CLASS and Against All Defendants)**

19 44. PLAINTIFF, and the other members of the CALIFORNIA CLASS, reallege
20 and incorporate by this reference, as though fully set forth herein, the prior paragraphs of
21 this Complaint.

22 45. DEFENDANT is a “person” as that term is defined under Cal. Bus. and Prof.
23 Code § 17021.

24 46. California Business & Professions Code §§ 17200, (the “UCL”) defines unfair
25 competition as any unlawful, unfair, or fraudulent business act or practice. Section 17203
26 authorizes injunctive, declaratory, and/or other equitable relief with respect to unfair
27 competition as follows:
28

1 Any person who engages, has engaged, or proposes to engage in unfair
2 competition may be enjoined in any court of competent jurisdiction. The court
3 may make such orders or judgments, including the appointment of a receiver,
4 as may be necessary to prevent the use or employment by any person of any
5 practice which constitutes unfair competition, as defined in this chapter, or as
6 may be necessary to restore to any person in interest any money or property,
7 real or personal, which may have been acquired by means of such unfair
8 competition.

9 Cal. Bus. & Prof. Code § 17203.

10 47. By the conduct alleged herein, DEFENDANT has engaged and continues to
11 engage in a business practice which violates California law, including but not limited to, the
12 applicable Industrial Wage Order(s), the California Code of Regulations and the California
13 Labor Code including Sections 221, 226.7, 246, 510, 512, 1194, 1197, 1197.1, 1198, 2802
14 and the Fair Labor Standards Act and federal regulations promulgated thereunder, for which
15 this Court should issue declaratory and other equitable relief pursuant to Cal. Bus. & Prof.
16 Code § 17203 as may be necessary to prevent and remedy the conduct held to constitute
17 unfair competition, including restitution of wages wrongfully withheld.

18 48. By the conduct alleged herein, DEFENDANT's practices were unlawful and
19 unfair in that these practices violate public policy, were immoral, unethical, oppressive,
20 unscrupulous or substantially injurious to employees, and were without valid justification or
21 utility for which this Court should issue equitable and injunctive relief pursuant to Section
22 17203 of the California Business & Professions Code, including restitution of wages
23 wrongfully withheld.

24 49. By the conduct alleged herein, DEFENDANT's practices were deceptive and
25 fraudulent in that DEFENDANT's policy and practice failed to provide the legally mandated
26 meal and rest periods, the required amount of compensation for missed meal and rest
27 periods and overtime and minimum wages owed, failed to timely pay wages, and failed to
28 reimburse all necessary business expenses incurred, and failed to provide Fair Labor
Standards Act overtime wages due for overtime worked as a result of failing to include non-
discretionary incentive compensation into their regular rates of pay for purposes of
computing the proper overtime pay due to a business practice that cannot be justified,

1 pursuant to the applicable Cal. Lab. Code, and Industrial Welfare Commission requirements
2 in violation of Cal. Bus. Code §§ 17200, and for which this Court should issue injunctive
3 and equitable relief, pursuant to Cal. Bus. & Prof. Code § 17203, including restitution of
4 wages wrongfully withheld.

5 50. By the conduct alleged herein, DEFENDANT's practices were also unlawful,
6 unfair and deceptive in that DEFENDANT's employment practices caused PLAINTIFF and
7 the other members of the CALIFORNIA CLASS to be underpaid during their employment
8 with DEFENDANT.

9 51. By the conduct alleged herein, DEFENDANT's practices were also unlawful,
10 unfair and deceptive in that DEFENDANT's policies, practices and procedures failed to
11 provide all legally required meal breaks to PLAINTIFF and the other members of the
12 CALIFORNIA CLASS as required by Cal. Lab. Code §§ 226.7 and 512.

13 52. Therefore, PLAINTIFF demands on behalf of herself and on behalf of each
14 CALIFORNIA CLASS Member, one (1) hour of pay for each workday in which an off-duty
15 meal period was not timely provided for each five (5) hours of work, and/or one (1) hour of
16 pay for each workday in which a second off-duty meal period was not timely provided for
17 each ten (10) hours of work.

18 53. PLAINTIFF further demands on behalf of herself and each member of the
19 CALIFORNIA LABOR SUB-CLASS, one (1) hour of pay for each workday in which an off
20 duty paid rest period was not timely provided as required by law.

21 54. By and through the unlawful and unfair business practices described herein,
22 DEFENDANT has obtained valuable property, money and services from PLAINTIFF and
23 the other members of the CALIFORNIA CLASS, including earned wages for all time
24 worked, and has deprived them of valuable rights and benefits guaranteed by law and
25 contract, all to the detriment of these employees and to the benefit of DEFENDANT so as to
26 allow DEFENDANT to unfairly compete against competitors who comply with the law.

27 55. All the acts described herein as violations of, among other things, the
28 Industrial Welfare Commission Wage Orders, the California Code of Regulations, and the

1 California Labor Code, were unlawful and in violation of public policy, were immoral,
2 unethical, oppressive and unscrupulous, were deceptive, and thereby constitute unlawful,
3 unfair and deceptive business practices in violation of Cal. Bus. & Prof. Code §§ 17200.

4 56. PLAINTIFF and the other members of the CALIFORNIA CLASS are entitled
5 to, and do, seek such relief as may be necessary to restore to them the money and property
6 which DEFENDANT has acquired, or of which PLAINTIFF and the other members of the
7 CALIFORNIA CLASS have been deprived, by means of the above described unlawful and
8 unfair business practices, including earned but unpaid wages for all time worked.

9 57. PLAINTIFF and the other members of the CALIFORNIA CLASS are further
10 entitled to, and do, seek a declaration that the described business practices are unlawful,
11 unfair and deceptive, and that injunctive relief should be issued restraining DEFENDANT
12 from engaging in any unlawful and unfair business practices in the future.

13 58. PLAINTIFF and the other members of the CALIFORNIA CLASS have no
14 plain, speedy and/or adequate remedy at law that will end the unlawful and unfair business
15 practices of DEFENDANT. Further, the practices herein alleged presently continue to occur
16 unabated. As a result of the unlawful and unfair business practices described herein,
17 PLAINTIFF and the other members of the CALIFORNIA CLASS have suffered and will
18 continue to suffer irreparable legal and economic harm unless DEFENDANT is restrained
19 from continuing to engage in these unlawful and unfair business practices.

20 **SECOND CAUSE OF ACTION**

21 **For Failure To Pay Minimum Wages**

22 **[Cal. Lab. Code §§ 1194, 1197 and 1197.1]**

23 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS**

24 **and Against All Defendants)**

25 59. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
26 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
27 paragraphs of this Complaint.
28

1 60. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
2 CLASS bring a claim for DEFENDANT's willful and intentional violations of the
3 California Labor Code and the Industrial Welfare Commission requirements for
4 DEFENDANT's failure to accurately calculate and pay minimum wages to PLAINTIFF and
5 CALIFORNIA CLASS Members.

6 61. Cal. Lab. Code § 1197 provides the minimum wage for employees fixed by
7 the commission is the minimum wage to be paid to employees, and the payment of a less
8 wage than the minimum so fixed is unlawful.

9 62. Cal. Lab. Code § 1194 establishes an employee's right to recover unpaid
10 wages, including minimum wage compensation and interest thereon, together with the costs
11 of suit.

12 63. DEFENDANT maintained a wage practice of paying PLAINTIFF and the
13 other members of the CALIFORNIA LABOR SUB-CLASS without regard to the correct
14 amount of time they work. As set forth herein, DEFENDANT's policy and practice was to
15 unlawfully and intentionally deny timely payment of wages due to PLAINTIFF and the
16 other members of the CALIFORNIA LABOR SUB-CLASS.

17 64. DEFENDANT's unlawful wage and hour practices manifested, without
18 limitation, applicable to the CALIFORNIA LABOR SUB-CLASS as a whole, as a result of
19 implementing a policy and practice that denies accurate compensation to PLAINTIFF and
20 the other members of the CALIFORNIA LABOR SUB-CLASS in regards to minimum
21 wage pay.

22 65. In committing these violations of the California Labor Code, DEFENDANT
23 inaccurately calculated the correct time worked and consequently underpaid the actual time
24 worked by PLAINTIFF and other members of the CALIFORNIA LABOR SUB-CLASS.
25 DEFENDANT acted in an illegal attempt to avoid the payment of all earned wages, and
26 other benefits in violation of the California Labor Code, the Industrial Welfare Commission
27 requirements and other applicable laws and regulations.
28

1 66. As a direct result of DEFENDANT's unlawful wage practices as alleged
2 herein, PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS did
3 not receive the correct minimum wage compensation for their time worked for
4 DEFENDANT.

5 67. During the CALIFORNIA LABOR SUB-CLASS PERIOD, DEFENDANT
6 required, permitted or suffered PLAINTIFF and CALIFORNIA LABOR SUB-CLASS
7 Members to work without paying them for all the time they were under DEFENDANT's
8 control. During the CALIFORNIA LABOR SUB-CLASS PERIOD, PLAINTIFF and the
9 other members of the CALIFORNIA LABOR SUB-CLASS were paid less for time worked
10 that they were entitled to, constituting a failure to pay all earned wages.

11 68. By virtue of DEFENDANT's unlawful failure to accurately pay all earned
12 compensation to PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
13 CLASS for the true time they worked, PLAINTIFF and the other members of the
14 CALIFORNIA LABOR SUB-CLASS have suffered and will continue to suffer an
15 economic injury in amounts which are presently unknown to them and which will be
16 ascertained according to proof at trial.

17 69. DEFENDANT knew or should have known that PLAINTIFF and the other
18 members of the CALIFORNIA LABOR SUB-CLASS were under compensated for their
19 time worked. DEFENDANT elected, either through intentional malfeasance or gross
20 nonfeasance, to not pay employees for their labor as a matter of company policy, practice
21 and procedure, and DEFENDANT perpetrated this scheme by refusing to pay PLAINTIFF
22 and the other members of the CALIFORNIA LABOR SUB-CLASS the correct minimum
23 wages for their time worked.

24 70. In performing the acts and practices herein alleged in violation of California
25 labor laws, and refusing to compensate the members of the CALIFORNIA LABOR SUB-
26 CLASS for all time worked and provide them with the requisite compensation,
27 DEFENDANT acted and continues to act intentionally, oppressively, and maliciously
28 toward PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS

1 with a conscious and utter disregard for their legal rights, or the consequences to them, and
2 with the despicable intent of depriving them of their property and legal rights, and otherwise
3 causing them injury in order to increase company profits at the expense of these employees.

4 71. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
5 CLASS therefore request recovery of all unpaid wages, according to proof, interest,
6 statutory costs, as well as the assessment of any statutory penalties against DEFENDANT,
7 in a sum as provided by the California Labor Code and/or other applicable statutes. To the
8 extent minimum wage compensation is determined to be owed to the CALIFORNIA
9 LABOR SUB-CLASS Members who have terminated their employment, DEFENDANT's
10 conduct also violates Labor Code §§ 201 and/or 202, and therefore these individuals are also
11 be entitled to waiting time penalties under Cal. Lab. Code § 203, which penalties are sought
12 herein on behalf of these CALIFORNIA LABOR SUB-CLASS Members. DEFENDANT's
13 conduct as alleged herein was willful, intentional and not in good faith. Further,
14 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members are entitled to seek
15 and recover statutory costs.

16 17 **THIRD CAUSE OF ACTION**

18 **For Failure To Pay Overtime Compensation**

19 **[Cal. Lab. Code § 510]**

20 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
21 **Defendants)**

22 72. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
23 CLASS, reallege and incorporate by this reference, as though full set forth herein, the prior
24 paragraphs of this Complaint.

25 73. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
26 CLASS bring a claim for DEFENDANT's willful and intentional violations of the
27 California Labor Code and the Industrial Welfare Commission requirements for
28 DEFENDANT's failure to pay these employees for all overtime worked, including, work

1 performed in excess of eight (8) hours in a workday, and/or twelve (12) hours in a workday,
2 and/or forty (40) hours in any workweek.

3 74. Cal. Lab. Code § 510 further provides that employees in California shall not
4 be employed more than eight (8) hours per workday and more than forty (40) hours per
5 workweek unless they receive additional compensation beyond their regular wages in
6 amounts specified by law.

7 75. Cal. Lab. Code § 1194 establishes an employee's right to recover unpaid
8 wages, including minimum wage and overtime compensation and interest thereon, together
9 with the costs of suit. Cal. Lab. Code § 1198 further states that the employment of an
10 employee for longer hours than those fixed by the Industrial Welfare Commission is
11 unlawful.

12 76. During the CALIFORNIA LABOR SUB-CLASS PERIOD, PLAINTIFF and
13 CALIFORNIA LABOR SUB-CLASS Members were required, permitted or suffered by
14 DEFENDANT to work for DEFENDANT and were not paid for all the time they worked,
15 including overtime work.

16 77. DEFENDANT's unlawful wage and hour practices manifested, without
17 limitation, applicable to the CALIFORNIA LABOR SUB-CLASS as a whole, as a result of
18 implementing a policy and practice that failed to accurately record overtime worked by
19 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members and denied accurate
20 compensation to PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
21 CLASS for overtime worked, including, the overtime work performed in excess of eight (8)
22 hours in a workday, and/or twelve (12) hours in a workday, and/or forty (40) hours in any
23 workweek.

24 78. In committing these violations of the California Labor Code, DEFENDANT
25 inaccurately recorded overtime worked and consequently underpaid the overtime worked by
26 PLAINTIFF and other CALIFORNIA LABOR-SUB CLASS Members. DEFENDANT
27 acted in an illegal attempt to avoid the payment of all earned wages, and other benefits in
28 violation of the California Labor Code, the Industrial Welfare Commission requirements

1 and other applicable laws and regulations. As a direct result of DEFENDANT's unlawful
2 wage practices as alleged herein, the PLAINTIFF and the other members of the
3 CALIFORNIA LABOR SUB-CLASS did not receive full compensation for overtime
4 worked.

5 79. Cal. Lab. Code § 515 sets out various categories of employees who are exempt
6 from the overtime requirements of the law. None of these exemptions are applicable to the
7 PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS. Further,
8 PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS were not
9 subject to a valid collective bargaining agreement that would preclude the causes of action
10 contained herein this Complaint. Rather, PLAINTIFF brings this Action on behalf of
11 herself and the CALIFORNIA LABOR SUB-CLASS based on DEFENDANT's violations
12 of non-negotiable, non-waiveable rights provided by the State of California.

13 80. During the CALIFORNIA LABOR SUB-CLASS PERIOD, PLAINTIFF and
14 the other members of the CALIFORNIA LABOR SUB-CLASS have been paid less for
15 overtime worked that they are entitled to, constituting a failure to pay all earned wages.

16 81. DEFENDANT failed to accurately pay the PLAINTIFF and the other
17 members of the CALIFORNIA LABOR SUB-CLASS overtime wages for the time they
18 worked which was in excess of the maximum hours permissible by law as required by Cal.
19 Lab. Code §§ 510, 1194 & 1198, even though PLAINTIFF and the other members of the
20 CALIFORNIA LABOR SUB-CLASS were required to work, and did in fact work, overtime
21 as to which DEFENDANT failed to accurately record and pay as evidenced by
22 DEFENDANT's business records and witnessed by employees.

23 82. By virtue of DEFENDANT's unlawful failure to accurately pay all earned
24 compensation to PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
25 CLASS for the true amount of time they worked, PLAINTIFF and the other members of the
26 CALIFORNIA LABOR SUB-CLASS have suffered and will continue to suffer an
27 economic injury in amounts which are presently unknown to them and which will be
28 ascertained according to proof at trial.

1 83. DEFENDANT knew or should have known that PLAINTIFF and the other
2 members of the CALIFORNIA LABOR SUB-CLASS were under compensated for all
3 overtime worked. DEFENDANT elected, either through intentional malfeasance or gross
4 nonfeasance, to not pay employees for their labor as a matter of company policy, practice
5 and procedure, and DEFENDANT perpetrated this scheme by refusing to pay PLAINTIFF
6 and the other members of the CALIFORNIA LABOR SUB-CLASS for overtime worked.

7 84. In performing the acts and practices herein alleged in violation of California
8 labor laws, and refusing to compensate the members of the CALIFORNIA LABOR SUB-
9 CLASS for all overtime worked and provide them with the requisite overtime compensation,
10 DEFENDANT acted and continues to act intentionally, oppressively, and maliciously
11 toward PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS
12 with a conscious of and utter disregard for their legal rights, or the consequences to them,
13 and with the despicable intent of depriving them of their property and legal rights, and
14 otherwise causing them injury in order to increase company profits at the expense of these
15 employees.

16 85. PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
17 CLASS therefore request recovery of all overtime wages, according to proof, interest,
18 statutory costs, as well as the assessment of any statutory penalties against DEFENDANT,
19 in a sum as provided by the California Labor Code and/or other applicable statutes. To the
20 extent minimum and/or overtime compensation is determined to be owed to the
21 CALIFORNIA LABOR SUB-CLASS Members who have terminated their employment,
22 DEFENDANT's conduct also violates Labor Code §§ 201 and/or 202, and therefore these
23 individuals are also be entitled to waiting time penalties under Cal. Lab. Code § 203, which
24 penalties are sought herein on behalf of these CALIFORNIA LABOR SUB-CLASS
25 Members. DEFENDANT's conduct as alleged herein was willful, intentional and not in
26 good faith. Further, PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members
27 are entitled to seek and recover statutory costs.
28

1 **FOURTH CAUSE OF ACTION**

2 **For Failure to Provide Required Meal Periods**

3 **[Cal. Lab. Code §§ 226.7 & 512]**

4 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
5 **Defendants)**

6 86. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
7 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
8 paragraphs of this Complaint.

9 87. During the CALIFORNIA CLASS PERIOD, DEFENDANT from time to time
10 failed to provide all the legally required off-duty meal breaks to PLAINTIFF and the other
11 CALIFORNIA LABOR SUB-CLASS Members as required by the applicable Wage Order
12 and Labor Code. The nature of the work performed by PLAINTIFF and CALIFORNIA
13 LABOR SUB-CLASS MEMBERS did not prevent these employees from being relieved of
14 all of their duties for the legally required off-duty meal periods. As a result of their rigorous
15 work schedules, PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members
16 were from time to time not fully relieved of duty by DEFENDANT for their meal periods.
17 Additionally, DEFENDANT's failure to provide PLAINTIFF and the CALIFORNIA
18 LABOR SUB-CLASS Members with legally required meal breaks prior to their fifth (5th)
19 hour of work is evidenced by DEFENDANT's business records from time to time. Further,
20 DEFENDANT failed to provide PLAINTIFF and CALIFORNIA CLASS Members with a
21 second off-duty meal period in some workdays in which these employees were required by
22 DEFENDANT to work ten (10) hours of work from time to time. As a result, PLAINTIFF
23 and other members of the CALIFORNIA LABOR SUB-CLASS therefore forfeited meal
24 breaks without additional compensation and in accordance with DEFENDANT's strict
25 corporate policy and practice.

26 88. DEFENDANT further violates California Labor Code §§ 226.7 and the
27 applicable IWC Wage Order by failing to compensate PLAINTIFF and CALIFORNIA
28 LABOR SUB-CLASS Members who were not provided a meal period, in accordance with

1 the applicable Wage Order, one additional hour of compensation at each employee's regular
2 rate of pay for each workday that a meal period was not provided.

3 89. As a proximate result of the aforementioned violations, PLAINTIFF and
4 CALIFORNIA LABOR SUB-CLASS Members have been damaged in an amount according
5 to proof at trial, and seek all wages earned and due, interest, penalties, expenses and costs of
6 suit.

7
8 **FIFTH CAUSE OF ACTION**

9 **For Failure to Provide Required Rest Periods**

10 **[Cal. Lab. Code §§ 226.7 & 512]**

11 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
12 **Defendants)**

13 90. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
14 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
15 paragraphs of this Complaint.

16 91. PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members were
17 from time to time required to work in excess of four (4) hours without being provided ten
18 (10) minute rest periods. Further, these employees from time to time were denied their first
19 rest periods of at least ten (10) minutes for some shifts worked of at least two (2) to four (4)
20 hours, a first and second rest period of at least ten (10) minutes for some shifts worked of
21 between six (6) and eight (8) hours, and a first, second and third rest period of at least ten
22 (10) minutes for some shifts worked of ten (10) hours or more from time to time.

23 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members were also not
24 provided with one hour wages in lieu thereof. As a result of their rigorous work schedules,
25 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members were periodically
26 denied their proper rest periods by DEFENDANT and DEFENDANT's managers.

27 92. DEFENDANT further violated California Labor Code §§ 226.7 and the
28 applicable IWC Wage Order by failing to compensate PLAINTIFF and CALIFORNIA

1 LABOR SUB-CLASS Members who were not provided a rest period, in accordance with
2 the applicable Wage Order, one additional hour of compensation at each employee's regular
3 rate of pay for each workday that rest period was not provided.

4 93. As a proximate result of the aforementioned violations, PLAINTIFF and
5 CALIFORNIA LABOR SUB-CLASS Members have been damaged in an amount according
6 to proof at trial, and seek all wages earned and due, interest, penalties, expenses and costs of
7 suit.

8 **SIXTH CAUSE OF ACTION**

9 **For Failure to Provide Accurate Itemized Statements**

10 **[Cal. Lab. Code § 226]**

11 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
12 **Defendants)**

13 94. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
14 CLASS, reallege and incorporate by this reference, as though fully set forth herein, the prior
15 paragraphs of this Complaint.

16 95. Cal. Labor Code § 226 provides that an employer must furnish employees with
17 an "accurate itemized" statement in writing showing:

- 18 (1) gross wages earned,
- 19 (2) total hours worked by the employee, except for any employee whose
20 compensation is solely based on a salary and who is exempt from payment of
overtime under subdivision (a) of Section 515 or any applicable order of the
Industrial Welfare Commission,
- 21 (3) the number of piecerate units earned and any applicable piece rate if the employee
is paid on a piece-rate basis,
- 22 (4) all deductions, provided that all deductions made on written orders of the
employee may be aggregated and shown as one item,
- 23 (5) net wages earned,
- 24 (6) the inclusive dates of the period for which the employee is paid,
- 25 (7) the name of the employee and his or her social security number, except that by
January 1, 2008, only the last four digits of his or her social security number or an
employee identification number other than a social security number may be shown on
the itemized statement,
- 26 (8) the name and address of the legal entity that is the employer, and
- 27 (9) all applicable hourly rates in effect during the pay period and the corresponding
28 number of hours worked at each hourly rate by the employee.

1 96. From time to time, DEFENDANT also failed to provide PLAINTIFF and the
2 other members of the CALIFORNIA LABOR SUB-CLASS with complete and accurate
3 wage statements which failed to show, among other things, the correct gross and net wages
4 earned. Cal. Lab. Code § 226 provides that every employer shall furnish each of his or her
5 employees with an accurate itemized wage statement in writing showing, among other
6 things, gross wages earned and all applicable hourly rates in effect during the pay period and
7 the corresponding amount of time worked at each hourly rate. PLAINTIFF and
8 CALIFORNIA LABOR SUB-CLASS Members were paid on an hourly basis. As such, the
9 wage statements should reflect all applicable hourly rates during the pay period and the total
10 hours worked, and the applicable pay period in which the wages were earned pursuant to
11 California Labor Code Section 226(a). The wage statements DEFENDANT provided to
12 PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members failed to identify
13 such information. More specifically, the wage statements failed to identify the accurate total
14 hours worked each pay period. When the hours shown on the wage statements were added
15 up, they did not equal the actual total hours worked during the pay period in violation of Cal.
16 Lab. Code 226(a)(2). Aside, from the violations listed above in this paragraph,
17 DEFENDANT failed to issue to PLAINTIFF an itemized wage statement that lists all the
18 requirements under California Labor Code 226. As a result, DEFENDANT from time to
19 time provided PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-
20 CLASS with wage statements which violated Cal. Lab. Code § 226.

21 97. DEFENDANT knowingly and intentionally failed to comply with Cal. Lab.
22 Code § 226, causing injury and damages to PLAINTIFF and the other members of the
23 CALIFORNIA LABOR SUB-CLASS. These damages include, but are not limited to, costs
24 expended calculating the correct wages for all missed meal and rest breaks and the amount
25 of employment taxes which were not properly paid to state and federal tax authorities.
26 These damages are difficult to estimate. Therefore, PLAINTIFF and the other members of
27 the CALIFORNIA LABOR SUB-CLASS may elect to recover liquidated damages of fifty
28 dollars (\$50.00) for the initial pay period in which the violation occurred, and one hundred

1 dollars (\$100.00) for each violation in a subsequent pay period pursuant to Cal. Lab. Code §
2 226, in an amount according to proof at the time of trial (but in no event more than four
3 thousand dollars (\$4,000.00) for PLAINTIFF and each respective member of the
4 CALIFORNIA LABOR SUB-CLASS herein).

5
6 **SEVENTH CAUSE OF ACTION**

7 **For Failure to Reimburse Employees for Required Expenses**

8 **[Cal. Lab. Code § 2802]**

9 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS and Against All**
10 **Defendants)**

11 98. PLAINTIFF and the other CALIFORNIA LABOR SUB-CLASS members
12 reallege and incorporate by this reference, as though fully set forth herein, the prior
13 paragraphs of this Complaint.

14 99. Cal. Lab. Code § 2802 provides, in relevant part, that:

15 An employer shall indemnify his or her employee for all necessary
16 expenditures or losses incurred by the employee in direct consequence of the
17 discharge of his or her duties, or of his or her obedience to the directions of
the employer, even though unlawful, unless the employee, at the time of
obeying the directions, believed them to be unlawful.

18 100. At all relevant times herein, DEFENDANT violated Cal. Lab. Code § 2802,
19 by failing to indemnify and reimburse PLAINTIFF and the CALIFORNIA LABOR SUB-
20 CLASS members for required expenses incurred in the discharge of their job duties for
21 DEFENDANT's benefit. DEFENDANT failed to reimburse PLAINTIFF and the
22 CALIFORNIA LABOR SUB-CLASS members for expenses which included, but were not
23 limited to, costs related to using their personal cellular phones on behalf of and for the
24 benefit of DEFENDANT. Specifically, PLAINTIFF and other CALIFORNIA LABOR
25 SUB-CLASS Members were required by DEFENDANT to use their personal cellular
26 phones and home offices in order to perform work related job tasks. DEFENDANT's policy
27 and practice was to not reimburse PLAINTIFF and the CALIFORNIA LABOR SUB-
28 CLASS members for expenses resulting from using their personal cellular phones and home

1 offices for DEFENDANT within the course and scope of their employment for
2 DEFENDANT. These expenses were necessary to complete their principal job duties.
3 DEFENDANT is estopped by DEFENDANT's conduct to assert any waiver of this
4 expectation. Although these expenses were necessary expenses incurred by PLAINTIFF
5 and the CALIFORNIA LABOR SUB-CLASS members, DEFENDANT failed to indemnify
6 and reimburse PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS members for
7 these expenses as an employer is required to do under the laws and regulations of California.

8 101. PLAINTIFF therefore demands reimbursement for expenditures or losses
9 incurred by herself and the CALIFORNIA LABOR SUB-CLASS members in the discharge
10 of their job duties for DEFENDANT, or their obedience to the directions of DEFENDANT,
11 with interest at the statutory rate and costs under Cal. Lab. Code § 2802.

12 **EIGHTH CAUSE OF ACTION**

13 **For Failure to Pay Wages When Due**

14 **[Cal. Lab. Code §§ 201, 202, 203]**

15 **(By PLAINTIFF, and the CALIFORNIA LABOR SUB-CLASS**
16 **and Against All Defendants)**

17 102. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
18 CLASS, reallege and incorporate by reference, as though fully set forth herein, the prior
19 paragraphs of this Complaint.

20 1. Cal. Lab. Code § 200 provides, in relevant part, that:

21 As used in this article:

22 (a) "Wages" includes all amounts for labor performed by employees of
every description, whether the amount is fixed or ascertained by the
23 standard of time, task, piece, Commission basis, or other method of calculation.

24 (b) "Labor" includes labor, work, or service whether rendered or
performed under contract, subcontract, partnership, station plan, or other
25 agreement if the labor to be paid for is performed personally by the person
demanding payment.

26 103. Cal. Lab. Code § 201 provides, in relevant part, "that If an employer
27 discharges an employee, the wages earned and unpaid at the time of discharge are due and
28 payable immediately."

104. Cal. Lab. Code § 202 provides, in relevant part, that:

If an employee not having a written contract for a definite period quits his or her employment, his or her wages shall become due and payable not later than 72 hours thereafter, unless the employee has given 72 hours previous notice of his or her intention to quit, in which case the employee is entitled to his or her wages at the time of quitting. Notwithstanding any other provision of law, an employee who quits without providing a 72-hour notice shall be entitled to receive payment by mail if he or she so requests and designates a mailing address. The date of the mailing shall constitute the date of payment for purposes of the requirement to provide payment within 72 hours of the notice of quitting.

105. There was no definite term in PLAINTIFF's or any CALIFORNIA LABOR SUB-CLASS Members' employment contract.

106. Cal. Lab. Code § 203 provides, in relevant part, that:

If an employer willfully fails to pay, without abatement or reduction, in accordance with Sections 201, 201.5, 202, and 205.5, any wages of an employee who is discharged or who quits, the wages of the employee shall continue as a penalty from the due date thereof at the same rate until paid or until an action therefor is commenced; but the wages shall not continue for more than 30 days.

107. The employment of PLAINTIFF, and many CALIFORNIA LABOR SUB-CLASS Members has terminated and DEFENDANT has not tendered payment of all wages owed as required by law. Additionally, at all times during the term of PLAINTIFF's employment with DEFENDANT, PLAINTIFF, and CALIFORNIA LABOR SUB-CLASS Members earned and accrued vested vacation and holiday time on the date of their termination pursuant to DEFENDANT's uniform vacation policies and applicable California law. The amount of vacation pay PLAINTIFF, and the other CALIFORNIA LABOR SUB-CLASS Members earned and accumulated is evidenced by DEFENDANT's business records. Additionally, DEFENDANT also underpaid accrued vested vacation wages to PLAINTIFF, and other CALIFORNIA LABOR SUB-CLASS MEMBERS by failing to pay such wages at the regular rate of pay and more specifically the final rate of pay that included all non-discretionary incentive compensation. Rather than pay vacation wages at the regular rate of pay, DEFENDANT underpaid vacation wages to PLAINTIFF and other CALIFORNIA LABOR SUB-CLASS Members at their base rates of pay, instead of including all of PLAINTIFF's, and CALIFORNIA LABOR SUB-CLASS Members'

1 non-discretionary incentive compensation into the vacation wage payment calculations.
2 DEFENDANT failed to specify in DEFENDANT's written vacation policy the rate at which
3 PLAINTIFF, and other CALIFORNIA LABOR CLASS Members would be paid vacation
4 upon leaving employment with DEFENDANT. As a result of DEFENDANT's unlawful
5 practice, policy and procedure to deny paying PLAINTIFF, and the other members of the
6 CALIFORNIA LABOR SUB-CLASS all of their vested vacation and holiday time,
7 DEFENDANT failed to pay PLAINTIFF, and the members of the CALIFORNIA LABOR
8 SUB-CLASS all vested vacation time as wages due upon employment termination, in
9 violation of the California Labor Code, Sections 201, 202, 203 and 227.3. Similarly,
10 DEFENDANT underpaid waiting time penalties to PLAINTIFF, and other CALIFORNIA
11 LABOR SUB-CLASS Members at their base rates of pay, instead of including all of
12 PLAINTIFF's, and the CALIFORNIA LABOR SUB-CLASS Members' non-discretionary
13 compensation into the waiting time penalty calculations. This failure by DEFENDANT is
14 believed to be the result of DEFENDANT's unlawful, unfair and deceptive refusal to
15 provide compensation for earned, accrued and vested vacation and holiday time, as well as
16 the corresponding waiting time penalties that were paid. DEFENDANT perpetrated this
17 unlawful, unfair and deceptive practice to the detriment of PLAINTIFF, and the members of
18 the CALIFORNIA LABOR SUB-CLASS. DEFENDANT's uniform practice and policy of
19 failing to pay the LABOR SUB-CLASS Members for all vested vacation and holiday time
20 accumulated at employment termination violated and continues to violate Section 227.3 of
21 the California Labor Code.

22 108. Therefore, as provided by Cal Lab. Code § 203, on behalf of PLAINTIFF and
23 members of the CALIFORNIA LABOR SUB-CLASS whose employment has terminated
24 and who have not been fully paid their wages due to them, PLAINTIFF demands thirty days
25 of pay as penalty for not paying all wages due at time of termination for all employees who
26 terminated employment during the CALIFORNIA LABOR SUB-CLASS PERIOD and
27 demand an accounting and payment of all wages due, plus interest and statutory costs as
28 allowed by law.

1 **NINTH CAUSE OF ACTION**

2 **For Failure to Pay Sick Pay Wages**

3 **[Cal. Lab. Code §§ 201-203, 233, 246]**

4 **(By PLAINTIFF and the CALIFORNIA LABOR SUB-CLASS**

5 **and Against All Defendants)**

6 109. PLAINTIFF, and the other members of the CALIFORNIA LABOR SUB-
7 CLASS, reallege and incorporate by reference, as though fully set forth herein, the prior
8 paragraphs of this Complaint.

9 110. Cal Lab. Code § 233 provides that an employer must permit an employee to
10 use accrued sick leave in accordance with Cal Lab. Code § 246.5 at the employee's then
11 current rate of entitlement. Cal Lab. Code § 246 provides that an employee is entitled to
12 sick pay wages for use of accrued sick leave pursuant to Cal Lab. Code § 246.5.
13 Specifically, once accrued sick leave is used as paid sick time, an employee has a vested
14 right to sick pay wages, which an employer must calculate and compensate based on one of
15 two calculations: (i) "Paid sick time for nonexempt employees shall be calculated in the
16 same manner as the regular rate of pay for the workweek in which the employee uses paid
17 sick time, whether or not the employee actually works overtime in that workweek," or (ii)
18 "Paid sick time for nonexempt employees shall be calculated by dividing the employee's
19 total wages, not including overtime premium pay, by the employee's total hours worked in
20 the full pay periods of the prior 90 days of employment." Under Cal Lab. Code §§ 218 and
21 233, employees may sue to recover underpaid sick pay wages as damages.

22 111. As a matter of policy and practice, DEFENDANT pays sick pay wages to
23 PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS at the
24 incorrect rate of pay. PLAINTIFF and the other members of the CALIFORNIA LABOR-
25 SUB-CLASS regularly use accrued sick leave in the workweeks in which they also earn
26 non-hourly remuneration. As a matter of policy and practice, DEFENDANT pays sick pay
27 wages to PLAINTIFF and the other members of the CALIFORNIA LABOR-SUB-CLASS
28 at the base hourly pay, as opposed to the regular rate of pay, which would consider all non-

1 hourly remuneration in addition to base hourly wages, or the rate resulting from dividing the
2 employee's total wages, not including overtime premium pay, by the employee's total hours
3 worked in the full pay periods of the prior 90 days of employment. As a result,
4 DEFENDANT underpaid sick pay wages to PLAINTIFF and the other members of the
5 CALIFORNIA LABOR-SUB-CLASS.

6 112. Cal. Lab. Code § 246 specifically requires that, upon use of accrued sick
7 leave, vested sick pay wages are due and to be paid no later than the payday for the next
8 regular payroll period after accrued sick leave is used as paid sick time. Similarly, Cal. Lab.
9 Code § 201 provides that if an employer discharges an employee, wages earned and unpaid
10 at the time of discharge are due and payable immediately. Cal. Lab. Code § 202 provides
11 that an employee is entitled to receive all unpaid wages no later than 72 hours after an
12 employee quits his or her employment, unless the employee has given 72-hour notice of his
13 or her intention to quit, in which case the employee is entitled to his or her wages at the time
14 of quitting. The Labor Code penalizes untimely payments. For example, Cal. Lab. Code §
15 203 provides that if an employer willfully fails to pay wages owed in accordance with Cal.
16 Lab. Code §§ 201-202, then the wages of the employee shall continue as a penalty from the
17 due date, and at the same rate until paid, but the wages shall not continue for more than
18 thirty (30) days. Under Cal. Lab. Code §§ 203 and 218, employees may sue to recover
19 applicable penalties.

20 113. As alleged herein and as a matter of policy and practice, DEFENDANT
21 routinely underpays sick pay wages and thus did not timely pay PLAINTIFF and the other
22 members of the CALIFORNIA LABOR-SUB-CLASS all owing and underpaid sick pay
23 wages. As a result, DEFENDANT violates Cal. Lab. Code §§ 201-203, 233, and 246,
24 among other Labor Code provisions. PLAINTIFF are informed and believe that
25 DEFENDANT was advised by skilled lawyers and knew, or should have known, of the
26 mandates of the Labor Code as it relates to PLAINTIFF's allegations, especially since the
27 California Supreme Court has explained that "[c]ourts have recognized that 'wages' also
28 include those benefits to which an employee is entitled as a part of his or her compensation,

1 including money, room, board, clothing, vacation pay, *and sick pay.*” *Murphy v. Kenneth*
2 *Cole Prods., Inc.*, 40 Cal. 4th 1094, 1103 (2007)(emphasis added). Because DEFENDANT
3 willfully fails to timely pay PLAINTIFF and the other members of the CALIFORNIA
4 LABOR-SUB-CLASS all sick pay wages due, DEFENDANT is subject to applicable
5 penalties.

6 114. Such a pattern, practice, and uniform administration of corporate policy is
7 unlawful and entitles PLAINTIFF and the other members of the CALIFORNIA LABOR-
8 SUB-CLASS to underpaid sick pay wages, including interest thereon, applicable penalties,
9 attorney’s fees, and costs of suit.

10 11 **TENTH CAUSE OF ACTION**

12 **[Discrimination and Retaliation For the Exercise of Rights Guaranteed Under the**
13 **FEHA, Participating in Protected Activities, and/or Opposing DEFENDANT’s Failure**
14 **to Provide Such Rights]**

15 **Violation of FEHA Government Section 12900, *et. seq.***

16 **(By PLAINTIFF Against All Defendants)**

17 115. PLAINTIFF realleges and incorporates by reference, as though fully set forth
18 herein, the prior paragraphs of this Complaint.

19 116. Throughout 2024 and into 2025, PLAINTIFF experienced multiple issues with
20 DEFENDANT that ultimately caused her so much stress and anxiety that she was forced to
21 take intermittent medical leave. PLAINTIFF was diagnosed by her Doctor as having bi-
22 polar disorder. These medical issues and the effect they had on PLAINTIFF’s ability t work
23 a full schedule were reported directly to DEFENDANT’s managers, including but not
24 limited to Arianna Purnell who was Defendant’s Customer Service Supervisor. Subsequent
25 to requesting the protected leave and also providing DEFENDANT with a Doctor’s note for
26 her intermittent her leave, DEFENDANT retaliated against PLAINTIFF and terminated her
27 employment in March of 2025. PLAINTIFF was retaliated and discriminated against due to
28 taking the protected leave for her serious health condition. As a result of PLAINTIFF’s

1 good faith complaints and requesting protected leave for her serious health issue,
2 DEFENDANT fabricated performance and conduct issues about PLAINTIFF, denied
3 PLAINTIFF employment opportunities, privileges, and wages under the Labor Code, and
4 PLAINTIFF was plagued with ongoing work pressures, obligations, and mistreatment by her
5 supervisors as a result of PLAINTIFF's willingness to raise formal complaints described
6 herein. As a result of the good faith complaints and taking intermittent protected leave
7 DEFENDANT wrongfully terminated PLAINTIFF's employment in March of 2025. Prior to
8 filing this action PLAINTIFF exhausted his administrative remedies by filing a timely
9 administrative complaint with the Department of Fair Employment and Housing ("DFEH")
10 and received a DFEH Right to Sue letter on April 15, 2025.

11 117. DEFENDANT's conduct, as alleged, violated FEHA, Government Code
12 Section 12900, and DEFENDANT committed unlawful employment practices, including the
13 following bases for liability:

14 a. Taking adverse employment actions against PLAINTIFF, including
15 discharging, barring, refusing to transfer, retain, hire, select, and/or employ, and/or
16 otherwise discriminating against PLAINTIFF, in whole or in part on the basis of
17 PLAINTIFF's good faith reporting of illegal activity/medical condition and/or requesting
18 protected leave in violation of Government Code Section 12940(a);

19 b. Harassing PLAINTIFF and/or creating a hostile work environment, in
20 whole or in part on the basis of PLAINTIFF's medical condition and/or requesting protected
21 leave;

22 c. Failing to take all reasonable steps to prevent discrimination and
23 harassment based on medical condition and/or requesting protected leave in violation of
24 Government Code section 12940(k);

25 d. Retaliating against PLAINTIFF for seeking to exercise rights
26 guaranteed under FEHA, participating in protected activities, and/or opposing
27 DEFENDANT's failure to provide such rights, in violation of Government Code Section
28 12940(h).

1 118. As a proximate result of DEFENDANT's willful, knowing, and intentional
2 discrimination against PLAINTIFF, PLAINTIFF has sustained and continues to sustain
3 substantial losses of earnings and other employment benefits.

4 119. As a proximate result of DEFENDANT's willful, knowing, and intentional
5 discrimination against PLAINTIFF, PLAINTIFF has suffered and continues to suffer
6 humiliation, emotional distress, and physical and mental pain and anguish, all to
7 PLAINTIFF's damage in a sum according to proof.

8 120. PLAINTIFF has incurred and continues to incur legal expenses and attorneys'
9 fees. Pursuant to Government Code Section 12965(b), PLAINTIFF is entitled to recover
10 reasonable attorneys' fees and costs (including expert costs) in an amount according to
11 proof.

12 121. DEFENDANT's misconduct was committed intentionally, in a malicious,
13 oppressive manner, and fraudulent manner entitling PLAINTIFF to punitive damages
14 against DEFENDANT.

15
16 **ELEVENTH CAUSE OF ACTION**

17 **For Wrongful Termination in Violation of Public Policy**

18 **(By PLAINTIFF Against All Defendants)**

19 122. PLAINTIFF realleges and incorporate by this reference, as though fully set
20 forth herein, the prior paragraphs of this Complaint.

21 123. Throughout 2024 and into 2025, PLAINTIFF experienced multiple issues with
22 DEFENDANT that ultimately caused her so much stress and anxiety that she was forced to
23 take intermittent medical leave. PLAINTIFF was diagnosed by her Doctor as having bi-
24 polar disorder. These medical issues and the effect they had on PLAINTIFF's ability to work a
25 full schedule were reported directly to DEFENDANT's managers, including but not limited
26 to Arianna Purnell who was Defendant's Customer Service Supervisor. Subsequent to
27 requesting the protected leave and also providing DEFENDANT with a Doctor's note for
28

1 her intermittent her leave, DEFENDANT retaliated against PLAINTIFF and terminated her
2 employment in March of 2025. PLAINTIFF was retaliated and discriminated against due to
3 taking the protected leave for her serious health condition. As a result of PLAINTIFF's
4 good faith complaints and requesting protected leave for her serious health issue,
5 DEFENDANT fabricated performance and conduct issues about PLAINTIFF, denied
6 PLAINTIFF employment opportunities, privileges, and wages under the Labor Code, and
7 PLAINTIFF was plagued with ongoing work pressures, obligations, and mistreatment by her
8 supervisors as a result of PLAINTIFF's willingness to raise formal complaints described
9 herein. As a result of the good faith complaints and taking intermittent protected leave
10 DEFENDANT wrongfully terminated PLAINTIFF's employment in March of 2025.

11 124. Within the State of California there exists a substantial and fundamental public
12 policy, set forth in the California Government Code §12900, which forbids harassment and
13 retaliation for reporting illegal conduct and/or requesting protected leave. Unlawful
14 harassment includes the right to be free from unwanted, offensive harassment, and the right
15 to protest such conduct without fear of retaliation or further harm. This public policy of the
16 state is one that benefits the public at large and guarantees the rights of an employee to
17 perform their work free from medical condition and/or requesting protected leave/FMLA
18 harassment/discrimination/retaliation.

19 125. The motivating reason(s) for PLAINTIFF's termination were retaliation for
20 taking intermittent leave and her medical condition and/or requesting protected leave and
21 PLAINTIFF's protests and/or resistance thereof. PLAINTIFF's discharge from
22 PLAINTIFF's position of employment was in violation of the public policies of the State of
23 California.

24 126. As a result of DEFENDANT's actions, PLAINTIFF has suffered substantial
25 losses in earnings and employment benefits and emotional distress in an amount to be
26 determined according to proof at trial.
27
28

127. In doing the acts herein alleged, DEFENDANT acted with malice and oppression, and with a conscious disregard of PLAINTIFF's rights, and PLAINTIFF is entitled to exemplary and punitive damages from DEFENDANT in an amount to be determined to punish DEFENDANT and to deter such wrongful conduct in the future.

TWELFTH CAUSE OF ACTION

For Violation of the Private Attorneys General Act

[Cal. Lab. Code §§ 2698]

(By PLAINTIFF and Against All Defendants)

128. PLAINTIFF realleges and incorporates by this reference, as though fully set forth herein, the prior paragraphs of this Complaint.

129. PAGA is a mechanism by which the State of California itself can enforce state labor laws through the employee suing under the PAGA who do so as the proxy or agent of the state's labor law enforcement agencies. An action to recover civil penalties under PAGA is fundamentally a law enforcement action designed to protect the public and not to benefit private parties. The purpose of the PAGA is not to recover damages or restitution, but to create a means of "deputizing" citizens as private attorneys general to enforce the Labor Code. In enacting PAGA, the California Legislature specified that "it was ... in the public interest to allow aggrieved employees, acting as private attorneys general to recover civil penalties for Labor Code violations ..." Stats. 2003, ch. 906, § 1. Accordingly, PAGA claims cannot be subject to arbitration.

130. PLAINTIFF, and such persons that may be added from time to time who satisfy the requirements and exhaust the administrative procedures under the Private Attorney General Act, brings this Representative Action on behalf of the State of California with respect to all individuals who are or previously were employed by DEFENDANT in California, including any employees staffed with DEFENDANT by a third party, and classified as non-exempt employees (“AGGRIEVED EMPLOYEES”) during the time period of April 25, 2024 until a date as determined by the Court (the "PAGA PERIOD").

1 131. On April 25, 2025, PLAINTIFF gave written notice by electronic mail to the Labor
2 and Workforce Development Agency (the "Agency") and by certified mail to the employer of the
3 specific provisions of this code alleged to have been violated as required by Labor Code § 2699.3.
4 See **Exhibit #1**, attached hereto and incorporated by this reference herein. The statutory waiting
5 period for PLAINTIFF to add these allegations to the Complaint has expired. As a result, pursuant
6 to Section 2699.3, PLAINTIFF may now commence a representative civil action under PAGA
7 pursuant to Section 2699 as the proxy of the State of California with respect to all AGGRIEVED
8 EMPLOYEES as herein defined.

9 132. The policies, acts and practices heretofore described were and are an unlawful
10 business act or practice because DEFENDANT (a) failed to provide PLAINTIFF and the
11 AGGRIEVED EMPLOYEES accurate itemized wage statements, (b) failed to properly
12 record and provide legally required meal and rest periods, (c) failed to pay minimum wages,
13 (d) failed to pay overtime wages and sick pay wages, (e) failed to reimburse employees for
14 required expenses, and (f) failed to provide wages when due, all in violation of the
15 applicable Labor Code sections listed in Labor Code §§ 201, 202, 203, 204, 210, 226(a), 226.7,
16 246, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title
17 8, Section 11040, Subdivision 5(A)-(B), and the applicable Wage Order(s), and thereby gives
18 rise to civil penalties as a result of such conduct.¹ PLAINTIFF hereby seeks recovery of
19 civil penalties as prescribed by the Labor Code Private Attorney General Act of 2004 as the
20 representative of the State of California for the illegal conduct perpetrated on PLAINTIFF
21 and the AGGRIEVED EMPLOYEES.

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27 ¹Plaintiff specifically excludes and/or does not allege any claims under California Labor
28 Code §558(a)(3).

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PRAYER FOR RELIEF

WHEREFORE, PLAINTIFF prays for judgment against each Defendant, jointly and severally, as follows:

1. On behalf of the CALIFORNIA CLASS:

- A) That the Court certify the First Cause of Action asserted by the CALIFORNIA CLASS as a class action pursuant to Cal. Code of Civ. Proc. § 382;
- B) An order temporarily, preliminarily and permanently enjoining and restraining DEFENDANT from engaging in similar unlawful conduct as set forth herein;
- C) An order requiring DEFENDANT to pay all wages and all sums unlawfully withheld from compensation due to PLAINTIFF and the other members of the CALIFORNIA CLASS; and,
- D) Restitutionary disgorgement of DEFENDANT's ill-gotten gains into a fluid fund for restitution of the sums incidental to DEFENDANT's violations due to PLAINTIFF and to the other members of the CALIFORNIA CLASS.

2. On behalf of the CALIFORNIA LABOR SUB-CLASS:

- A) That the Court certify the Second, Third, Fourth, Fifth, Sixth, Seventh, Eighth, and Ninth Causes of Action asserted by the CALIFORNIA LABOR SUB-CLASS as a class action pursuant to Cal. Code of Civ. Proc. § 382;
- B) Compensatory damages, according to proof at trial, including compensatory damages for minimum and overtime compensation due PLAINTIFF and the other members of the CALIFORNIA LABOR SUB-CLASS, during the applicable CALIFORNIA LABOR SUB-CLASS PERIOD plus interest thereon at the statutory rate;

- 1 C) The greater of all actual damages or fifty dollars (\$50) for the initial pay
2 period in which a violation occurs and one hundred dollars (\$100) per
3 each member of the CALIFORNIA LABOR SUB-CLASS for each
4 violation in a subsequent pay period, not exceeding an aggregate penalty
5 of four thousand dollars (\$4,000), and an award of costs for violation of
6 Cal. Lab. Code § 226;
7 D) Meal and rest period compensation pursuant to Cal. Lab. Code §§ 226.7,
8 512 and the applicable IWC Wage Order;
9 E) For liquidated damages pursuant to California Labor Code Sections
10 1194.2 and 1197;
11 F) The amount of the expenses PLAINTIFF and each member of the
12 CALIFORNIA LABOR SUBCLASS incurred in the course of their job
13 duties, plus interest, and costs of suit.; and,
14 G) The wages of all terminated employees in the CALIFORNIA LABOR
15 SUB-CLASS as a penalty from the due date thereof at the same rate until
16 paid or until an action therefore is commenced, in accordance with Cal.
17 Lab. Code § 203.

18 3. On behalf of the Tenth and Eleventh Causes of Action:

- 19 A) For all special damages which were sustained as a result of
20 DEFENDANT's conduct, including, but not limited to, back pay, front
21 pay, lost compensation and job benefits that PLAINTIFF would have
22 received but for the retaliatory practices of DEFENDANT; and,
23 B) For all exemplary damages, according to proof, which were sustained as
24 a result of DEFENDANT's conduct.

25 4. On behalf of the State of California and with respect to all AGGRIEVED
26 EMPLOYEES:
27
28

1 A) Recovery of civil penalties as prescribed by the Labor Code Private
2 Attorneys General Act of 2004.

3
4 5. On all claims:

- 5 A) An award of interest, including prejudgment interest at the legal rate;
6 B) Such other and further relief as the Court deems just and equitable; and,
7 C) An award of penalties, attorneys' fees and cost of suit, as allowable under
8 the law, including, but not limited to, pursuant to Labor Code §221, §226,
9 §1194, and/or §2802.

10 Dated: September 10, 2025 BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW
11 LLP

12
13 By: /s/ Norman Blumenthal

14 Norman B. Blumenthal
Nicholas J. De Blouw

15 **LAWYERS FOR EMPLOYEE AND**
16 **CONSUMER RIGHTS, APC**
17 Robert E. Byrnes (State Bar No. 200761)
3500 West Olive Ave., Third Floor
Burbank, CA 91505

18 *Attorneys for Plaintiff*
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DEMAND FOR A JURY TRIAL

PLAINTIFF demands a jury trial on issues triable to a jury.

Dated: September 10, 2025 BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW
LLP

By: /s/ Norman Blumenthal

Norman B. Blumenthal
Nicholas J. De Blouw

**LAWYERS FOR EMPLOYEE AND
CONSUMER RIGHTS, APC**
Robert E. Byrnes (State Bar No. 200761)
3500 West Olive Ave., Third Floor
Burbank, CA 91505

Attorneys for Plaintiff

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EXHIBIT 1

BLUMENTHAL NORDREHAUG BHOWMIK DE BLOUW LLP

**2255 CALLE CLARA
LA JOLLA, CALIFORNIA 92037**

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Phone: (858) 551-1223

Fax: (858) 551-1232

**WRITERS E-MAIL:
nick@bamlawca.com**

**WRITERS EXT:
1009**

**April 25, 2025
CA3682**

VIA ONLINE FILING TO LWDA AND CERTIFIED MAIL TO DEFENDANT

**Labor and Workforce Development Agency
Online Filing**

**Medimpact Healthcare Systems, Inc.
Certified Mail #9589071052700057737727
C T CORPORATION SYSTEM
AMANDA GARCIA
330 N BRAND BLVD, SUITE 700
GLENDALE, CA 91203**

Re: Notice Of Violations Of California Labor Code Sections §§ 201, 202, 203, 204, 210, 226(a), 226.7, 246, 510, 512, 558(a)(1)(2), 1194, 1197, 1197.1, 1198, 2802, California Code of Regulations, Title 8, Section 11040, Subdivision 5(A)-(B), and Violation of Applicable Industrial Welfare Commission Wage Order(s) brought Pursuant To California Labor Code Section 2699.5.

Dear Sir/Madam:

This letter serves as a written notice under California Labor Code Section 2699.3 on behalf of Cynthia Fitzpatrick (“Plaintiff”) and all other Aggrieved Employees of Medimpact Healthcare Systems, Inc. (“Defendant”). “Aggrieved Employees” refers to all individuals who are or previously were employed by Medimpact Healthcare Systems, Inc. in California, including any employees staffed with Medimpact Healthcare Systems, Inc. by a third party, and classified as non-exempt employees during the time period of April 25, 2024 until a date as determined by the Court (“PAGA Period”). Our offices represent Plaintiff and other Aggrieved Employees in a lawsuit against Defendant. Plaintiff was employed by Defendant in California from 2020 to March 14, 2025. Plaintiff was at all times classified by Defendant as a non-exempt employee, paid on an hourly basis, and entitled to the legally required meal and rest periods and payment of minimum and overtime wages due for all time worked. Defendant, however, unlawfully failed to record and pay Plaintiff and other Aggrieved Employees for, including but not limited to, all of their time worked, including minimum and overtime wages and sick pay wages at the correct rate, for all of their missed meal and rest breaks at the correct regular rates, and for all of their time spent working off the clock as described further below.

Specifically, Plaintiff was employed by Defendant as a Customer Care Representative reporting to Defendant’s Customer Service Supervisor, Arianna Purnell. The position as originally a regular full-time remote job that she performed from her home in San Diego

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County. Plaintiff's job duties included, but were not limited to, handling customer inquiries, providing services to Defendant's customers related to pharmacy benefits, answering phone calls, emails, and potentially chat inquiries from members, providers, and other clients of Defendant. In order to support its pharmacy benefit services, Defendant hired customer service employees like Plaintiff who was are responsible for all customer support related matters.

During the PAGA Period, Defendant intentionally and unlawfully failed to pay Plaintiff and other Aggrieved Employees for compensable work time which was spent logging onto computers, initializing software applications, and preparing to take and/or make phone calls for Defendant. For example, Plaintiff would first have to log into Defendant's phone system called Five9. Then Plaintiff would have to set up and initialize several applications before she was ready to take/or make calls using Defendant's computer application phone system. Plaintiff was not allowed to clock in for the workday on Defendant's intranet system until these steps were completed and she was ready to work. Plaintiff alleges this process pre-shift could typically take up to seven (7) minutes per work shift. Additionally, from time to time Defendant prescribed a heavy workload on Plaintiff that she was not able to complete all of her "call notes," which were the formal descriptions of her calls that she was required to complete in Defendant's "Pharmscreens" system. The time stamps of these call notes completions are in Defendant's possession and will reveal that this work was also performed after Plaintiff had already clocked out for her work shift. As a result, these pre-and post shift duties caused Plaintiff and other Aggrieved Employees to be underpaid for minimum and overtime wages in violation of California Labor Code Sections 510, 1194, 1197, 1197.1 & 1198. Further, Defendant also paid Plaintiff non-discretionary performance based incentive wages such as "DIFF" and "QUARTERLY BONUS" but failed to include these payments into Plaintiff's regular rate for the purposes of calculating the correct overtime and sick pay rates of pay in violation of Cal. Lab. Code Sections 246 & 510. Attached hereto as **Exhibit #1** are true and correct copies of the pay stubs showing these payments and violations.

Further, Plaintiff's job as a Customer Care Representative meant she would be in the middle of calls dealing with customers who were attempting to obtain the status of medical benefit coverage of their medication. This meant that from time to time during the PAGA Period, Plaintiff was unable to take a meal period prior to her fifth (5th) hour of work and also was not afforded a timely legally required off duty rest period as she could not hang up on the customer mid-call. Defendant failed to pay Plaintiff meal and rest break penalties for these instances in violation of Cal. Labor Codes Section 226.7 , 512 & 1198.

In addition, although Plaintiff utilized Defendant's phone application as described above and did not have to make calls using her own cell phone to Defendant's customers, Defendant required Plaintiff to use her personal cell phone for other work related duties that included frequent calls to Defendant's IT department. These calls were a necessary business

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expense as Plaintiff needed to troubleshoot IT issues in order to be able to perform her essential job duties for Defendant. Plaintiff was not reimbursed for her personal cell phone business related expenses that she incurred as a result of her job duties for Defendant in violation of Cal. Lab. Code Section 2802.

Further, pursuant to Labor Code § 204 and § 210, Defendant failed to timely pay Plaintiff and other Aggrieved Employees with their minimum and overtime wages, and meal and rest break penalty wages as described above.

Plaintiff further contends that Defendant failed to provide accurate wage statements to her, and other Aggrieved Employees, in violation of California Labor Code section 226(a). Plaintiff and the Aggrieved Employees were paid on an hourly basis. As such, the wage statements should reflect all applicable hourly rates during the pay period and the proper regular and overtime wages earned. Defendant failed to include all hours worked and the correct wages owed in violation of Cal. Lab. Code 226(a).

Finally, as described in detail in this notice, Defendant failed to pay all wages and premiums owed to Plaintiff and Aggrieved Employees during their employment and also failed to timely pay those amounts due and earned to departing employees upon separation of employment (such as Plaintiff when she left employment with Defendant on March 14, 2025). Defendant also failed to pay the waiting time penalties owed to Plaintiff as a result of the wages she was owed and not paid when Defendant terminated her employment.

This notice is provided to enable Plaintiff to proceed with a Complaint against Defendant as authorized by California Labor Code section 2699, *et seq.* The lawsuit will consist of other Aggrieved Employees. As counsel, our intention is to vigorously prosecute the claims, and to procure civil penalties as provided by the Private Attorney General Statute of 2004 on behalf of Plaintiff and all Aggrieved Employees.

If you have any questions or concerns, please do not hesitate to contact me at the above number and email address.

Respectfully,

/s/ Nicholas J. De Blouw

Nicholas J. De Blouw, Esq.

EXHIBIT #1

Image
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Available

MedImpact Healthcare Systems Inc. 10181 Scripps Gateway Court San Diego, CA 92131
Cynthia Fitzpatrick

Name	Company	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
Cynthia Fitzpatrick	MedImpact Healthcare Systems Inc.	24958	04/15/2024	04/28/2024	05/03/2024	

	Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	56.65	1,227.02	151.39	100.96	0.13	974.54
YTD	362.25	8,343.80	928.16	709.08	0.91	6,705.65

Earnings							Employee Taxes		
Description	Dates	Hours	Rate	Amount	YTD Hours	YTD Amount	Description	Amount	YTD
Bereavement			0		24	462.00	OASDI	74.93	503.62
Premium			0		2	38.50	Medicare	17.52	117.78
DIFF	04/15/2024 - 04/21/2024	4.05	1.925	7.80	15.95	30.72	CA SDI - CASDI	8.51	87.68
OT	04/22/2024 - 04/28/2024	0.25	28.875	7.23	4.05	117.12			
Floating Holiday			0		8	154.00			
Holiday			0		8	154.00			
Paid Time Off	04/15/2024 - 04/28/2024	6.56	19.25	126.28	25.56	492.05			
Reg	04/15/2024 - 04/21/2024	24.75	19.25	476.44					
Reg	04/22/2024 - 04/28/2024	31.65	19.25	609.27	358.2	6,895.41			
Earnings				1,227.02		8,343.80	Employee Taxes	100.96	709.08

Pre Tax Deductions			Post Tax Deductions		
Description	Amount	YTD	Description	Amount	YTD
EE - 401(k)	98.17	555.62	EE VOL AD&D Spouse	0.13	0.91
EE - Dental Pretax	1.08	7.56			
EE - Medical Pretax	51.00	357.00			
EE - Vision Pretax	1.14	7.98			
Pre Tax Deductions	151.39	928.16	Post Tax Deductions	0.13	0.91

Employer Paid Benefits			Taxable Wages		
Description	Amount	YTD	Description	Amount	YTD
ER - 401(k) Employer Match	36.82	208.38	OASDI - Taxable Wages	1,208.54	8,122.85
ER - Dental	6.14	42.98	Medicare - Taxable Wages	1,208.54	8,122.85
ER - Health Savings Account HSA	-400.00	0.00	Federal Withholding - Taxable Wages	1,110.37	7,567.23
ER - Medical	352.74	2,469.18	State Tax Taxable Wages - CA	710.37	7,567.23
ER - Vision	3.20	22.40			
ER Company Paid AD&D	1.45	5.80			
ER Employee Assistance Program (EAP)	2.07	8.28			
ER Hospital Indemnity	4.21	29.47			
ER Paid - Long Term Disability	4.20	16.80			
ER Paid Basic Life	5.81	23.24			
Hospital Indemnity ER Taxable	4.21	29.47			
Imputed Income GTL	30.53	122.12			
Employer Paid Benefits	51.38	2,978.12			

	Federal	State	Absence Plans			
Marital Status			Description	Accrued	Reduced	Available
Allowances			Covid Leave	0	0	0
Additional Withholding			Floating Holiday (Full-Time)	0	0	0
			Paid Time Off (PTO)	4.04544	5.53914	4.04544

Payment Information				
Bank	Account Name	Account Number	USD Amount	Amount
				474.54 USD
				500.00 USD

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MedImpact Healthcare Systems Inc. 10181 Scripps Gateway Court San Diego, CA 92131
Cynthia Fitzpatrick

Name	Company	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
Cynthia Fitzpatrick	MedImpact Healthcare Systems Inc.	24958	08/19/2024	08/25/2024	08/27/2024	

	Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	0.00	350.98	14.04	127.08	0.00	209.86
YTD	827.65	18,776.82	1,813.02	1,695.00	1.82	15,266.98

Earnings							Employee Taxes		
Description	Dates	Hours	Rate	Amount	YTD Hours	YTD Amount	Description	Amount	YTD
Bereavement			0		24	462.00	OASDI	21.76	1,134.87
Premium			0		4	77.00	Medicare	5.09	265.41
DIFF			0		23.9	46.03	Federal Withholding	74.13	74.13
OT			0		7.35	212.67	State Tax - CA	22.24	22.24
Floating Holiday			0		8	154.00	CA SDI - CASDI	3.86	198.35
Holiday			0		32	616.00			
Paid Time Off			0		55.43914	1,067.26			
Quarter 2 Bonus W:08/19/2024 - 08/25/2024		0	0	350.98	0	350.98			
Reg			0		820.3	15,790.88			
Earnings				350.98		18,776.82	Employee Taxes	127.08	1,695.00

Pre Tax Deductions			Post Tax Deductions		
Description	Amount	YTD	Description	Amount	YTD
EE - 401(k)	14.04	1,067.94	EE VOL AD&D Spouse		1.82
EE - Dental Pretax		15.12			
EE - Medical Pretax		714.00			
EE - Vision Pretax		15.96			
Pre Tax Deductions	14.04	1,813.02	Post Tax Deductions	0.00	1.82

Employer Paid Benefits			Taxable Wages		
Description	Amount	YTD	Description	Amount	YTD
ER - 401(k) Employer Match	10.53	521.42	OASDI - Taxable Wages	350.98	18,304.39
ER - Dental		85.96	Medicare - Taxable Wages	350.98	18,304.39
ER - Medical		4,938.36	Federal Withholding - Taxable Wages	336.94	17,236.45
ER - Vision		44.80	State Tax Taxable Wages - CA	336.94	17,236.45
ER Company Paid AD&D		10.15			
ER Employee Assistance Program (EAP)		14.49			
ER Hospital Indemnity		58.94			
ER Paid - Long Term Disability		29.40			
ER Paid Basic Life		40.67			
Hospital Indemnity ER Taxable		58.94			
Imputed Income GTL		213.71			
Employer Paid Benefits	10.53	6,016.84			

	Federal	State	Absence Plans			
Marital Status			Description	Accrued	Reduced	Available
Allowances			Covid Leave	0	0	0
Additional Withholding			Floating Holiday (Full-Time)	0	0	0
			Paid Time Off (PTO)	0	0	4.843305

Payment Information				
Bank	Account Name	Account Number	USD Amount	Amount
				209.86 USD

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MedImpact Healthcare Systems Inc. 10181 Scripps Gateway Court San Diego, CA 92131
Cynthia Fitzpatrick [REDACTED]

Name	Company	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
Cynthia Fitzpatrick	MedImpact Healthcare Systems Inc.	24958	11/25/2024	12/01/2024	12/05/2024	

	Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	0.00	296.73	5.94	109.12	0.00	181.67
YTD	1,214.22	27,986.34	2,416.79	2,565.19	2.60	23,001.76

Earnings							Employee Taxes		
Description	Dates	Hours	Rate	Amount	YTD Hours	YTD Amount	Description	Amount	YTD
Bereavement			0		48	937.51	OASDI	18.40	1,693.47
Premium			0		7	136.46	Medicare	4.30	396.05
DIFF			0		27.55	53.27	Federal Withholding	63.97	138.10
DT			0		0.01	0.40	State Tax - CA	19.19	41.43
OT			0		10.36	301.66	CA SDI - CASDI	3.26	296.14
Floating Holiday			0		8	154.00			
Holiday			0		40	774.51			
Paid Time Off			0		83.64	914.23			
Quarter 2 Bonus W/			0		0	350.98			
Quarter 3 Bonus W/11/25/2024 - 12/01/2024	0		0	296.73	0	296.73			
Reg			0		1203.85	23,357.09			
Earnings				296.73		27,986.34	Employee Taxes	109.12	2,565.19

Pre Tax Deductions			Post Tax Deductions		
Description	Amount	YTD	Description	Amount	YTD
EE - 401(k)	5.94	1,352.39	EE VOL AD&D Spouse		2.60
EE - Dental Pretax		21.60			
EE - Medical Pretax		1,020.00			
EE - Vision Pretax		22.80			
Pre Tax Deductions	5.94	2,416.79	Post Tax Deductions	0.00	2.60

Employer Paid Benefits			Taxable Wages		
Description	Amount	YTD	Description	Amount	YTD
ER - 401(k) Employer Match	5.94	742.76	OASDI - Taxable Wages	296.73	27,314.02
ER - Dental		122.80	Medicare - Taxable Wages	296.73	27,314.02
ER - Medical		7,054.80	Federal Withholding - Taxable Wages	290.79	25,961.63
ER - Vision		64.00	State Tax Taxable Wages - CA	290.79	25,961.63
ER Employee Assistance Program (EAP)		20.70			
ER Hospital Indemnity		84.20			
ER Paid - Long Term Disability		42.26			
ER Paid Basic Life		58.38			
Hospital Indemnity ER Taxable		84.20			
ER Company Paid AD&D		14.58			
Imputed Income GTL		307.88			
Employer Paid Benefits	5.94	8,596.56			

	Federal	State	Absence Plans			
Marital Status			Description	Accrued	Reduced	Available
Allowances			Covid Leave	0	0	0
Additional Withholding			Floating Holiday (Full-Time)	0	0	0
			Paid Time Off (PTO)	0	0	6.185145

Payment Information				
Bank	Account Name	Account Number	USD Amount	Amount
[REDACTED]	[REDACTED]	[REDACTED]		181.67 USD

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MedImpact Healthcare Systems Inc. 10181 Scripps Gateway Court San Diego, CA 92131
Cynthia Fitzpatrick

Name	Company	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
Cynthia Fitzpatrick	MedImpact Healthcare Systems Inc.	24958	11/25/2024	12/08/2024	12/13/2024	

	Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	48.05	1,403.81	81.30	120.94	0.13	1,201.44
YTD	1,262.27	29,390.15	2,498.09	2,686.13	2.73	24,203.20

Earnings							Employee Taxes		
Description	Dates	Hours	Rate	Amount	YTD Hours	YTD Amount	Description	Amount	YTD
Bereavement			0		48	937.51	OASDI	85.97	1,779.44
Premium			0		7	136.46	Medicare	20.11	416.16
DIFF	12/02/2024 - 12/08/2024	3.75	1.982	7.44	31.3	60.71	Federal Withholding	0.00	138.10
DT			0		0.01	0.40	State Tax - CA	0.00	41.43
OT	11/25/2024 - 12/01/2024	0.05	29.7228	1.50			CA SDI - CASDI	14.86	311.00
OT	12/02/2024 - 12/08/2024	0.4	29.9078	11.97	10.81	315.13			
Floating Holiday			0		8	154.00			
Holiday	11/25/2024 - 12/08/2024	16	19.8128	317.01	56	1,091.52			
Paid Time Off	11/25/2024 - 12/08/2024	6.18	19.8128	122.45	89.82914	1,746.18			
Quarter 2 Bonus W:			0		0	350.98			
Quarter 3 Bonus W:			0		0	296.73			
Reg	11/25/2024 - 12/01/2024	27.9	19.82	552.98					
Reg	12/02/2024 - 12/08/2024	19.7	19.82	390.46	1251.45	24,300.53			
Earnings				1,403.81		29,390.15	Employee Taxes	120.94	2,686.13

Pre Tax Deductions			Post Tax Deductions		
Description	Amount	YTD	Description	Amount	YTD
EE - 401(k)	28.08	1,380.47	EE VOL AD&D Spouse	0.13	2.73
EE - Dental Pretax	1.08	22.68			
EE - Medical Pretax	51.00	1,071.00			
EE - Vision Pretax	1.14	23.94			
Pre Tax Deductions	81.30	2,498.09	Post Tax Deductions	0.13	2.73

Employer Paid Benefits			Taxable Wages		
Description	Amount	YTD	Description	Amount	YTD
ER - 401(k) Employer Match	28.08	770.84	OASDI - Taxable Wages	1,386.62	28,700.64
ER - Dental	6.14	128.94	Medicare - Taxable Wages	1,386.62	28,700.64
ER - Medical	352.74	7,407.54	Federal Withholding - Taxable Wages	1,358.54	27,320.17
ER - Vision	3.20	67.20	State Tax Taxable Wages - CA	1,358.54	27,320.17
ER Company Paid AD&D	1.49	16.07			
ER Employee Assistance Program (EAP)	2.07	22.77			
ER Hospital Indemnity	4.21	88.41			
ER Paid - Long Term Disability	4.33	46.59			
ER Paid Basic Life	5.95	64.33			
Hospital Indemnity ER Taxable	4.21	88.41			
Imputed Income GTL	31.82	339.70			
Employer Paid Benefits	444.24	9,040.80			

	Federal	State	Absence Plans		
Marital Status			Description	Accrued	Reduced Available
Allowances			Covid Leave	0	0 0
Additional Withholding			Floating Holiday (Full-Time)	0	0 0
			Paid Time Off (PTO)	4.55532	6.18 4.560465

Payment Information				
Bank	Account Name	Account Number	USD Amount	Amount
				701.44 USD
				500.00 USD

Image
Not
Available

MedImpact Healthcare Systems Inc. 10181 Scripps Gateway Court San Diego, CA 92131
Cynthia Fitzpatrick [REDACTED]

Name	Company	Employee ID	Pay Period Begin	Pay Period End	Check Date	Check Number
Cynthia Fitzpatrick	MedImpact Healthcare Systems Inc.	24958	12/09/2024	12/22/2024	12/27/2024	

	Hours Worked	Gross Pay	Pre Tax Deductions	Employee Taxes	Post Tax Deductions	Net Pay
Current	63.95	1,368.86	80.60	115.44	0.13	1,172.69
YTD	1,326.22	30,759.01	2,578.69	2,801.57	2.86	25,375.89

Earnings							Employee Taxes		
Description	Dates	Hours	Rate	Amount	YTD Hours	YTD Amount	Description	Amount	YTD
Bereavement			0		48	937.51	OASDI	81.83	1,861.27
Premium			0		7	136.46	Medicare	19.14	435.30
DIFF	12/16/2024 - 12/22/2024	4.05	1.982	8.03	35.35	68.74	Federal Withholding	0.00	138.10
DT			0		0.01	0.40	State Tax - CA	0.00	41.43
OT	12/09/2024 - 12/15/2024	0.3	29.7228	8.93	11.11	324.06	CA SDI - CASDI	14.47	325.47
Floating Holiday			0		8	154.00			
Holiday			0		56	1,091.52			
Paid Time Off	12/09/2024 - 12/22/2024	4.56	19.8128	90.35	94.38914	1,836.53			
Quarter 2 Bonus W:			0		0	350.98			
Quarter 3 Bonus W:			0		0	296.73			
Reg	12/09/2024 - 12/15/2024	35.35	19.82	700.64					
Reg	12/16/2024 - 12/22/2024	28.3	19.82	560.91	1315.1	25,562.08			
Earnings				1,368.86		30,759.01	Employee Taxes	115.44	2,801.57

Pre Tax Deductions			Post Tax Deductions		
Description	Amount	YTD	Description	Amount	YTD
EE - 401(k)	27.38	1,407.85	EE VOL AD&D Spouse	0.13	2.86
EE - Dental Pretax	1.08	23.76			
EE - Medical Pretax	51.00	1,122.00			
EE - Vision Pretax	1.14	25.08			
Pre Tax Deductions	80.60	2,578.69	Post Tax Deductions	0.13	2.86

Employer Paid Benefits			Taxable Wages		
Description	Amount	YTD	Description	Amount	YTD
ER - 401(k) Employer Match	27.38	798.22	OASDI - Taxable Wages	1,319.85	30,020.49
ER - Dental	6.14	135.08	Medicare - Taxable Wages	1,319.85	30,020.49
ER - Medical	352.74	7,760.28	Federal Withholding - Taxable Wages	1,292.47	28,612.64
ER - Vision	3.20	70.40	State Tax Taxable Wages - CA	1,292.47	28,612.64
ER Company Paid AD&D		16.07			
ER Employee Assistance Program (EAP)		22.77			
ER Hospital Indemnity	4.21	92.62			
ER Paid - Long Term Disability		46.59			
ER Paid Basic Life		64.33			
Hospital Indemnity ER Taxable	4.21	92.62			
Imputed Income GTL		339.70			
Employer Paid Benefits	397.88	9,438.68			

	Federal	State	Absence Plans		
Marital Status			Description	Accrued	Reduced Available
Allowances			Covid Leave	0	0 0
Additional Withholding			Floating Holiday (Full-Time)	0	0 0
			Paid Time Off (PTO)	5.75484	4.56 5.755305

Payment Information				
Bank	Account Name	Account Number	USD Amount	Amount
				672.69 USD
				500.00 USD