

BOARD OF LEGAL DOCUMENT PREPARERS

Meeting Agenda – Monday, May 21, 2018

Arizona Supreme Court -1501 West Washington Street

Phoenix, Arizona 85007 – 10:00 A.M. – Conference Room 109

General Inquiries Call: (602) 452-3378 (Certification and Licensing Division Line)

Members of the Public May Attend Meeting in Person

For any item listed on the agenda, the Board may vote to go into Executive Session for advice of counsel and/or to discuss records and information exempt by law or rule from public inspection, pursuant to the Arizona Code of Judicial Administration, Code Section 1-202(C).

CALL TO ORDER.....Mary Carlton, Chair

1) REVIEW AND APPROVAL OF MEETING MINUTES.....Mary Carlton, Chair

1-A: Review, discussion, and possible action regarding approval of the regular session minutes of the meeting of March 26, 2018.

1-B: Review, discussion, and possible action regarding approval of the executive session minutes of the meeting of March 26, 2018.

2) PENDING COMPLAINTS.....Division Staff

2-A: Review, discussion and possible action regarding complaint numbers 17-L008 and 17-L009 involving certificate holders Georgiana Aguilar and Legal Documents by JoJo.

2-B: Review, discussion and possible action regarding complaint number 17-L013 and involving certificate holder Anna Anderson.

2-C: Review, discussion and possible action regarding complaint number 17-L016 involving certificate holder Betty Ulibarri.

3) INITIAL CERTIFICATION AND ELIGIBILITY.....Division Staff

3-A: Review, discussion and possible action regarding the following applications for initial, individual, business entity legal document preparer certification and business entity exemption requests:

1. Sara Ward
2. James Mendez
3. Vianey Nevarez

4. Brandi Scott
5. Candace Mitchell
6. Joshua Hinton
7. Patricia Glover
8. Stephanie Johnson
9. AZ Legal Document Prep, LLC (Vianey Nevarez)
10. AZDP, LLC (Catherine Nortier)

3-B: *Review, discussion and possible action regarding Hearing Officer's Recommendation concerning denial of application for initial certification from Diane Nivin.*

4) RENEWAL CERTIFICATION APPLICATIONS.....Division Staff

4-A: *Review, discussion and possible action regarding the following applications for renewal of individual and/or business entity legal document preparer certification:*

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| 1. Jane Benavidez | 33. Amber Ridenhour |
| 2. Gabriela Bigando | 34. Patricia Rockwell |
| 3. Ella Blass | 35. Marwan Sadeddin |
| 4. Jenifer Bone | 36. Trenton Seay |
| 5. Richard Burton | 37. Marianne Smith |
| 6. Debra Cassidy | 38. Dawn Snead |
| 7. Susan Clarke-Morales | 39. Thomas Steele |
| 8. Lindsay Cline | 40. Kelly Tate-Gardner |
| 9. Joe Covarrubias | 41. Susann Thompson |
| 10. Diana Crouch | 42. Cheryl Thurman |
| 11. Mayela De La Torre | 43. Kathy Underwood |
| 12. Tracey Dombroski | 44. Cheryl Wall |
| 13. Julie Haigh | 45. Wendy Whitehair |
| 14. Mary Hopf | 46. Samantha Whittle-Eckhart |
| 15. Jeremy Kahn | 47. Jennifer Wootten |
| 16. Jessica Kellerman | 48. Karla Wyrstek |
| 17. Michael Law | 49. American Contractor and
Licensing Services, Inc. |
| 18. Marlene Leatherwood | 50. Asset Research Services, Inc. |
| 19. David Lerma | 51. Dawson Legal Services, LLC |
| 20. Lucia Loya Newell | 52. Discount Divorce Professional,
LLC |
| 21. Raul Manzanares | 53. Esslinger Enterprises |
| 22. Meagan McCraw | 54. John Kroeger |
| 23. Robyn McCraw | 55. Mark Lepire |
| 24. Jessica Mendez | 56. Antoine Cobb |
| 25. Michael Moloney | 57. Center for Divorce Resolution |
| 26. Bonnie Ogden | 58. 123 The Document Tree |
| 27. Tammy Osborne | 59. A+ Mail and Business Center,
Inc. |
| 28. Teri Parcels | 60. A.Z. Immigration, LLC |
| 29. Larry Parks | 61. AZ Paralegal Assist, LLC |
| 30. Deisy Perez | |
| 31. Jennifer Pierson | |
| 32. Maricela Regalado | |

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| 62. Advanced Legal Services, LLC | 69. Legally Savvy, LLC |
| 63. Cheryl A. Wall, PC | 70. Legal Matters, LLC |
| 64. Colorado River Legal Services,
LLC | 71. Living Estate Solutions, Inc. |
| 65. Debra Cassidy, PLLC | 72. Peoria Nu Start Bankruptcy |
| 66. Financial Strategies, Inc. | 73. Preliminary Notice Company,
LLC |
| 67. Four Peaks Planning, Inc. | 74. Randy V. Mallari, PLC |
| 68. Grand Canyon Planning
Associates, LLC | 75. Thompson Paralegal Services,
LLC |

4-B: Review, discussion and possible action regarding Hearing Officer's Recommendation concerning denial of application for renewal from Alan Ariav.

5) CERTIFICATION AND ELIGIBILITY*Division Staff*

5-A: Review, discussion and possible action regarding requests for Voluntary Surrender from Pamela Poetker.

CALL TO THE PUBLIC.....*Mary Carlton, Chair*

ADJOURN.....*Mary Carlton, Chair*

BOARD OF LEGAL DOCUMENT PREPARERS
Agenda Summary - Monday, May 21, 2018

1) REVIEW AND APPROVAL OF MEETING MINUTES

1-A: Review, discussion, and possible action regarding approval of the regular session minutes of the meeting of March 26, 2018.

A draft of the regular session minutes for the meeting of March 26, 2018, has been provided for the Board's review and consideration.

BOARD OF LEGAL DOCUMENT PREPARERS
Agenda Summary - Monday, May 21, 2018

1) REVIEW AND APPROVAL OF MEETING MINUTES

1-B: Review, discussion, and possible action regarding approval of the executive session minutes of the meeting of March 26, 2018.

A draft of the executive session minutes for the meeting of March 26, 2018, has been provided for the Board's review and consideration.

BOARD OF LEGAL DOCUMENT PREPARERS

Agenda Summary – Monday, May 21, 2018

2) PENDING COMPLAINTS

2-A: *Review, discussion and possible action regarding complaint numbers 17-L008 and 17-L009 involving certificate holders Georgiana Aguilar and Legal Documents by JoJo.*

Judge Irwin filed a complaint against Georgiana Aguilar alleging (i) that Aguilar prepared a “Writ of Garnishment” for a consumer and failed to properly “serve” the garnishee and (ii) provided legal advice when Ms. Aguilar completed a petition for parenting time along with a request to change the Judge which Irwin stated was inappropriate due to stipulations from the original divorce case.

In case CV2016-00486, the consumer hired Ms. Aguilar to assist in filing a garnishment action against a debtor. Ms. Aguilar prepared the garnishment documents and arranged for “process of service” via certified mail. The “Garnishee” was “Walmart” in Benson Arizona, Aguilar sent the package to that location. At a hearing in which the debtor objected to the garnishment, the judge made mention there was no response to the court from garnishee Walmart and also no proof that they had ever been served. Subsequently, apparently unaware that Walmart had never been “served” with the garnishment documents, Ms. Aguilar and the consumer filed an “Order to Show Cause” motion. Judge Irwin denied the motion noting Ms. Aguilar’s earlier “service” was not in compliance with Arizona court rules. Ms. Aguilar simply mailed the documents to the local Wal-Mart office in Benson Arizona “assuming someone would forward the documents to the right person.”

In case DO2013-00885, the consumer approached Ms. Aguilar to discuss certain changes from his divorce. About a week after their initial meeting the consumer decided he wanted to initiate court action to modify the original parenting agreement and decided he also wanted to request a new judge. Ms. Aguilar allegedly explained that because the judge had made “substantive rulings” in the earlier case the request would probably be denied. Documents were prepared and filed anyway. Judge Irwin alludes to the fact the entire package prepared by Ms. Aguilar; “Petition to Establish Parenting Time and Child Support,” the “Affidavit Regarding Minor Children” and the “Notice of Change of Judge” would only have been appropriate during the initial divorce proceedings. Given the consumer’s intent to “modify” what had already been stipulated to, Ms. Aguilar, per Judge Irwin, should have prepared a “modification” petition for the parenting time, changed the language on the affidavit to reflect the current nature of the action and should not have considered a “Change of Judge” since the circumstances prohibited it.

In a subsequent interview with attorney Michael Farro (consumer’s subsequent lawyer), Mr. Farro reaffirmed Judge Irwin’s concerns and added the “Affidavit Regarding Minor Children” Ms. Aguilar prepared was completely unnecessary since all that information had been documented in the original divorce decree. Court records also reflect attorney Mr. Farro did submit corrected

motions for Washington's case and the matter was eventually resolved by stipulations from both parties several months later.

Recommendations:

It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding Georgiana Aguilar has committed the alleged act(s) of misconduct as detailed in the Investigation Summary and Allegation Analysis Report in complaint number 17-L008/L009.

It is recommended the Board enter a finding grounds for informal disciplinary action exists pursuant to Arizona Code of Judicial Administration ("ACJA") § 7-201(H)(6)(a) for act(s) of misconduct involving ACJA § 7-208(J)(5)(a) as further described in the Investigation Summary and Allegation Analysis Report.

It is further recommended the Board issue a Letter of Concern.

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Agenda Summary - Monday, May 21, 2018

2) PENDING COMPLAINTS

2-B: Review, discussion and possible action regarding complaint number 17-L013 and involving certificate holder Anna Anderson.

Complainant hired Ms. Anderson to prepare documents to change the beneficiaries of a trust. Complainant alleged that Ms. Anderson: (i) changed her fee after it was agreed to; (ii) failed to timely prepare the documents; (iii) failed to properly communicate and (iv) failed to record the documents as agreed. The investigation determined that there was insufficient evidence to substantiate the allegations.

Recommendations:

Staff recommends that the Board accept the findings of the Probable Cause Evaluator and dismiss complaint number 17-L013.

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Agenda Summary – Monday, May 21, 2018

2) PENDING COMPLAINTS

2-C: Review, discussion and possible action regarding complaint number 17-L016 involving certificate holder Betty Ulibarri.

In his complaint, inmate Montoya alleges Ms. Ulibarri has refused to make the necessary number of copies of several of his legal motions. Mr. Montoya submitted several exhibits with his complaint which he claims prove Ms. Ulibarri refused to copy some of his documents and made unauthorized copies of others. Mr. Montoya also claimed Ms. Ulibarri altered and removed documents and made unauthorized inquiries to the various courts, which in his opinion, constitute the unauthorized practice of law.

The exhibits submitted by Mr. Montoya consist of an ADOC authorization form for copying, a letter written to Brad Keogh (ADOC General Council) complaining about the ADOCs' Paralegals improprieties, a personal affidavit of Montoya with exhibits complaining about various ADOC disciplinary actions and a photocopied multipage ABA Paralegal guide.

Apart from the ADOC copy authorization form and the photocopied ABA paralegal guide, all documents are hand written documents purportedly authored by Montoya outlining his grievances with the prison disciplinary process and Ulibarri's refusal to properly assist him. Nowhere in any of the documents is any evidence of improper document preparation on the part of Ulibarri. There is no evidence to support the allegation Ulibarri either made additional copies of documents or contributed to their creation.

Recommendations:

Staff recommends that the Board accept the recommendation of the Probable Cause Evaluator and dismiss complaint number 17-L016.

BOARD OF LEGAL DOCUMENT PREPARERS

Agenda Summary - Thursday, May 21, 2018

3) INITIAL CERTIFICATION AND ELIGIBILITY

3-A: Review, discussion and possible action regarding the following applications for initial individual and business entity legal document preparer certification and business entity exemption requests:

The following applicants have applied for initial individual legal document preparer certification. The applicants have successfully passed the program examination and have submitted complete applications demonstrating that they meet the minimum education and experience requirements.

The Division recommends approval of initial legal document preparer certification for the following applicants:

1. Sara Ward
2. James Mendez
3. Vianey Nevarez

4. Brandi Scott applied for initial legal document preparer certification. The applicant successfully passed the program examination and has submitted a complete application demonstrating that she meets the minimum education and experience requirements. Ms. Scott disclosed a number of civil proceedings.

Division recommends approval of initial legal document preparer certification for Brandi Scott.

5. Candace Mitchell applied for initial legal document preparer certification. The applicant successfully passed the program examination and has submitted a complete application demonstrating that she meets the minimum education and experience requirements. Ms. Mitchell disclosed four cases in which she was a listed party that included three civil matters and one that was criminal.

The civil cases included a 2011 family court case in which she was listed as the respondent, a 2016 injunction of harassment in which she is listed as a plaintiff and a 2013 bankruptcy that contained no adversarial proceedings. Ms. Mitchell was also charged and convicted of a 2010 misdemeanor charge for domestic violence.

Ms. Mitchell failed to disclose a 2003 dissolution of marriage and a 2012 justice court case in which she was listed as a defendant regarding an unpaid debt. In not disclosing the dissolution of marriage, Ms. Mitchell also failed to disclose a former legal name on her application. Ms. Mitchell stated, "the first marriage resulted in no children and no disagreements or challenges" and "I apologize for the oversight."

Division recommends approval of initial legal document preparer certification for Candace Mitchell with the standard non-disclosure Language.

6. Joshua Hinton applied for initial legal document preparer certification. The applicant successfully passed the program examination and has submitted a complete application demonstrating that he meets the minimum education and experience requirements. Mr. Hinton disclosed four debt related cases ranging from 2012-2016, in which he was listed as the defendant. Mr. Hinton also disclosed a 2008 civil case in which he and his business were listed as defendants.

Mr. Hinton failed to disclose an Arizona State Bar communication that he had received prior to submitting his initial application concerning the unauthorized practice of law. Subsequently, the State Bar filed a complaint with the Yavapai County Superior Court alleging the unauthorized practice of law regarding the preparation of certain documents.

Mr. Hinton stated that he had answered and filled out his application months prior to the submission of his application and prior to contact by the State Bar. He stated that, looking back, he should have re-read the application and made any changes if they were applicable.

Division recommends that initial certification be granted to Joshua Hinton with the standard Non-Disclosure Language.

7. Patricia Glover applied for initial legal document preparer certification. The applicant successfully passed the program examination and has submitted a complete application demonstrating that she meets the minimum education and experience requirements. Ms. Glover disclosed several civil cases to include two 2015 orders of protection in which she was listed as a defendant which were ultimately dismissed or denied.

Ms. Glover failed to disclose two family civil matters that occurred in 2004 regarding the guardianship of her daughter and a child support case in 2005. Ms. Glover stated that she was unaware that she had to disclose family matters in the application and apologizes for the oversight.

Ms. Glover disclosed a 2004 felony theft charge which was converted to a misdemeanor conviction. Ms. Glover was also arrested for domestic battery in 2007 but it did not result in a charge or conviction. Both criminal matters occurred in the state of Indiana and Ms. Glover was 19 and 22 years of age at the time of the offenses.

Ms. Glover's criminal matters were over 11 years ago and, at the conclusion of Division's investigation, she has not incurred any criminal charges or convictions. Ms. Glover has since received her bachelor's degree and paralegal certificate and has gained meaningful employment including working for several law firms.

Division recommends that initial certification be granted to Patricia Glover with the standard Non-Disclosure Language.

8. Stephanie Johnson Stephanie Johnson applied for initial legal document preparer certification. The applicant successfully passed the program examination and has submitted a

complete application. Ms. Johnson disclosed several family matters to include two dissolutions of marriage.

Ms. Johnson does not meet the minimum educational and experience requirements as set forth in the Arizona Code of Judicial Administration (ACJA) § 7-208. Ms. Johnson's educational background consists of having a G.E.D. Pursuant to ACJA § 7-208 (E)(3)(b)(6)(a), an applicant who possess a G.E.D. must also possess a minimum of two years of law-related experience in one or a combination of the following situations:

- (i) Under the supervision of a licensed attorney;
- (ii) Providing services in preparation of legal documents prior to July 1, 2003;
- (iii) Under the supervision of a certified legal document preparer after July 1, 2003; or
- (iv) As a court employee;

Ms. Johnson asserts that her work experiences as a courtroom clerk while being employed by the Clerk of the Court satisfy the code requirements. Ms. Johnson was employed by the Yavapai County Clerk's Office and not the Superior Court or any other court as required by the Code.

Pursuant to ACJA 7-201(E)(2)(c)(1), Division recommends that initial certification be denied to Stephanie Johnson for failure to meet the minimum eligibility requirements for LDP certification as mandated in ACJA 7-208(E).

9. AZ Legal Document Prep, LLC applied for business legal document preparer certification. Vianey Nevarez is listed as the designated principal. AZ Legal Document Prep, LLC has also applied for a business entity exemption. The company is in good standing with the Arizona Corporation Commission and has no other legal document preparers or trainees listed on the application.

Staff recommends approval of initial legal document preparer certification for AZ Legal Document Prep and recommends approval of the Business Entity Exemption.

10. AZDP, LLC applied for business legal document preparer certification. Catherine Nortier is listed as the designated principal. AZDP, LLC has also applied for a business entity exemption. The company is in good standing with the Arizona Corporation Commission and has no other legal document preparers or trainees listed on the application.

Staff recommends approval of initial legal document preparer certification for AZDP, LLC and recommends approval of the Business Entity Exemption.

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3) INITIAL CERTIFICATION AND ELIGIBILITY

3-B: Review, discussion and possible action regarding Hearing Officer's Recommendation concerning denial of application for initial certification from Diane Nivin.

Dianne Nivin's initial application was denied by the Board on November 20, 2017, for failing to disclose five civil proceedings to include two bankruptcies, two civil suits that were handled by the superior court, and a dissolution of marriage. Ms. Nivin also failed to disclose a prior disciplinary matter that she incurred when she was previously certified as an LDP. Prior to this initial application, Ms. Nivin previously held a certification and was disciplined by the Board, receiving a Letter of Concern. Ms. Nivin violated ACJA § 7-201(E)(2)(c)(2)(b)(xv) by failing to disclose information on the application subsequently revealed through the background investigation.

Ms. Nivin timely requested a hearing which took place on April 5, 2018. The Hearing Officer recommended the Board affirm the denial of Ms. Nivin's application.

The Division recommends the Board accept the Hearing Officer's recommendation and affirm the denial of initial certification for Dianne Nivin.

BOARD OF LEGAL DOCUMENT PREPARERS

Agenda Summary - Monday, May 21, 2018

4) RENEWAL CERTIFICATION APPLICATIONS

4-A: Review, discussion and possible action regarding the following applications for renewal of business entity and/or individual legal document preparer certification:

The following individual certificate holders and business entities have submitted applications for renewal of standard certification. The applications are complete, no information has been presented during a background review which is contrary to standard certification being granted and the certificate holders have demonstrated they meet the minimum eligibility requirements for standard certification. It is recommended renewal of standard certification be granted to the following individuals:

1. Jane Benavidez
2. Gabriela Bigando
3. Ella Blass
4. Jenifer Bone
5. Richard Burton
6. Debra Cassidy
7. Susan Clarke-Morales
8. Lindsay Cline
9. Joe Covarrubias
10. Diana Crouch
11. Mayela De La Torre
12. Tracey Dombroski
13. Julie Haigh
14. Mary Hopf
15. Jeremy Kahn
16. Jessica Kellerman
17. Michael Law
18. Marlene Leatherwood
19. David Lerma
20. Lucia Loya Newell
21. Raul Manzanares
22. Meagan McCraw
23. Robyn McCraw
24. Jessica Mendez
25. Michael Moloney
26. Bonnie Ogden
27. Tammy Osborne
28. Teri Parcels
29. Larry Parks
30. Deisy Perez
31. Jennifer Pierson
32. Maricela Regalado
33. Amber Ridenhour
34. Patricia Rockwell
35. Marwan Sadeddin
36. Trenton Seay
37. Marianne Smith
38. Dawn Snead
39. Thomas Steele
40. Kelly Tate-Gardner
41. Susann Thompson
42. Cheryl Thurman
43. Kathy Underwood
44. Cheryl Wall
45. Wendy Whitehair
46. Samantha Whittle-Eckhart
47. Jennifer Wootten
48. Karla Wyrostek
49. American Contractor and Licensing Services, Inc.
50. Asset Research Services, Inc.
51. Dawson Legal Services, LLC
52. Discount Divorce Professional, LLC
53. Esslinger Enterprises

54. John Kroeger applied for legal document preparer renewal certification. The applicant has submitted a complete renewal application and the applicant's background has been investigated for the renewal period.

Mr. Kroeger answered yes on his renewal application to the background information questions. The applicant disclosed that he had two professional license suspensions. In both cases, Mr. Kroeger was suspended for notifying FINRA and CFP, respectively, of a personal bankruptcy at the conclusion of the bankruptcy, as opposed to at the commencement as required by rule.

It is recommended renewal of standard certification be granted to John Kroeger.

55. Mark Lepire applied for legal document preparer renewal certification. The applicant has submitted a complete renewal application and the applicant's background has been investigated for the renewal period.

Mr. Lepire answered yes to the last question in the background history and supplied an affidavit. The applicant disclosed he was a defendant in a civil suit where he, as a member of an HOA, removed the community pool. A member of the HOA sued for loss of value.

It is recommended renewal of standard certification be granted to Mark Lepire.

56. Antoine Cobb and

57. Center for Divorce Resolution applied for individual and business entity legal document preparer renewal certification.

Mr. Cobb answered "Yes" on his renewal applications to the background information questions. The applicant disclosed a complaint to the Arizona Attorney General's, Civil Litigation Division, Consumer Protection and Advocacy Section, CIC 15-13665. This was moved to Maricopa County Superior Court, In Re: The Matter of Antione Cobb, Process Server #8527, PS8527001. The case was dismissed on motion from the Complainant.

It is recommended renewal of standard certification be granted to Antoine Cobb as well as renewal of certification for the Center for Divorce Resolution with business entity exemption extension.

The following business entities have submitted applications for renewal of standard certification and business entity exemption extension. The applications are complete; no information has been presented during the background which is contrary to renewal certification being granted. The business entities have demonstrated they meet the minimum eligibility requirements for renewal certification. It is recommended the Board grant renewal of standard certification and business entity exemption extension to the following business entities:

58. 123 The Document Tree
59. A+ Mail and Business Center, Inc.
60. A.Z. Immigration, LLC

61. AZ Paralegal Assist, LLC
62. Advanced Legal Services, LLC
63. Cheryl A. Wall, PC

64. Colorado River Legal Services, LLC
65. Debra Cassidy, PLLC
66. Financial Strategies, Inc.
67. Four Peaks Planning, Inc.
68. Grand Canyon Planning Associates,
LLC
69. Legally Savvy, LLC

70. Legal Matters, LLC
71. Living Estate Solutions, Inc.
72. Peoria Nu Start Bankruptcy
73. Preliminary Notice Company, LLC
74. Randy V. Mallari, PLC
75. Thompson Paralegal Services, LLC

BOARD OF LEGAL DOCUMENT PREPARERS

Agenda Summary - Monday, May 21, 2018

4) RENEWAL CERTIFICATION APPLICATIONS

4-B: Review, discussion and possible action regarding Hearing Officer's Recommendation concerning denial of application for renewal from Alan Ariav.

Alan Ariav's renewal applications were denied by the Board on November 20, 2017, for violating several ACJA provisions including, but not limited to, violating multiple orders of injunction, filing lawsuits with the intent to harass and embarrass defendants, engaging in abusive discovery practices, entering an individual's home with a firearm causing the individual to feel threatened and failing to disclose several civil and criminal matters on one of his renewal applications in which he was a listed party.

Mr. Ariav timely requested a hearing which took place on April 26, 2018. The Hearing Officer recommended the Board affirm the denial of Mr. Ariav's applications pursuant to, §§ 7-201(E)(2)(c)(2)(b)(iii), (ix), (xii), and (xv), 7-201(F)(5)(a)(1), 7-208(J)(1)(a) and (d), and 7-208(J)(2)(c).

The Division recommends the Board accept the Hearing Officer's recommendation and affirm the denial of Alan Ariav's LDP renewal applications.

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5) CERTIFICATION AND ELIGIBILITY

5-A: Review, discussion and possible action regarding requests for Voluntary Surrender from Pamela Poetker.

Pamela Poetker was granted certification on July 21, 2014. On April 13, 2018, the Division received Ms. Poetker' s request to voluntarily surrender her certification.

ACJA § 7-201(E)(7) reads:

A certificate holder in good standing may surrender their certificate to the board. However, the surrender of the certificate is not valid until accepted by the board. The board or division staff may require additional information reasonably necessary to determine if the certificate holder has violated any provision of the statutes, court rules and this section or the applicable section of the ACJA. The surrender does not prevent the commencement of subsequent discipline proceedings for any conduct of the surrendered certificate holder occurring prior to the surrender.

Division records indicate that there are no pending complaints against her certification.

It is recommended the Board accept the request of Pamela Poetker to voluntarily surrender her legal document preparer certification.