

Administrative Office of the Courts



INVESTIGATION SUMMARY, DETERMINATION, PROBABLE CAUSE REVIEW, AND RECOMMENDATION REPORT

Complaint Nos. 24-L009/24-L010

Certificate Nos. [REDACTED]

01/16/2025

Certification and Licensing Division

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
INVESTIGATION SUMMARY, DETERMINATION, PROBABLE
CAUSE REVIEW, AND RECOMMENDATION REPORT**

CERTIFICATE HOLDER INFORMATION	Certificate Holder:	Bonnie Butterworth
	Certification Number:	██████
	Business Name:	Infinity Legal, LLC
	Certification Number:	██████
	Type of Certificates:	Legal Document Preparer, Legal Document Preparer Business Entity
COMPLAINANT	Name:	Kristy Lily Sandoval
INVESTIGATION INFORMATION	Complaint Number:	24-L009/24-L010
	Investigator:	Shaun Baland
Complaint Received:		07/22/2024
Complaint Forwarded to the Certificate Holder:		07/29/2024
Certificate Holder Received Complaint:		07/29/2024
Response From Certificate Holder:		08/13/2024
Period of Active Certification (Individual):		03/26/2018-Present
Period of Active Certification (Business):		11/20/2023-Present
Status of Certification:		Active
Availability of Certificate Holder:		Available
Availability of Complainant:		Available
Report Date:		01/16/2025

ALLEGATIONS:

1. Bonnie Butterworth and Infinity Legal, LLC engaged in unprofessional conduct by harassing and slandering complainant.

ADDITIONAL FINDINGS:

None

SUMMARY OF INVESTIGATIVE PROCEDURE:

- Written complaint and documentation submitted by complainant Kristy Lily Sandoval ("Sandoval")
- Written response and documentation submitted by certificate holder Bonnie Butterworth ("Butterworth") principal of Infinity Legal, LLC ("Infinity").

- Review of applicable Certification and Licensing Division (“Division”) records
- Review of applicable sections of Arizona Revised Statutes (“A.R.S.”), Arizona Codes of Judicial Administration (“ACJA”) § 7-201 and § 7-208, and Arizona Supreme Court Rules

INTERVIEWS:

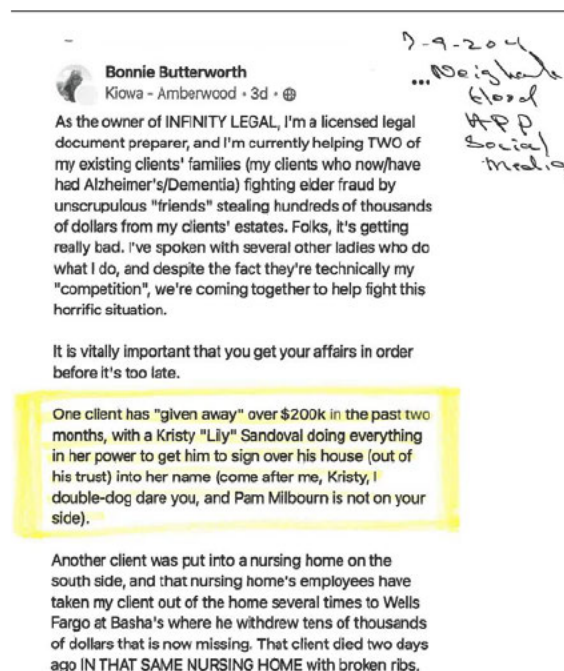
1. Bonnie Butterworth

SUMMARY OF FACTUAL FINDINGS OF INVESTIGATION

Allegation 1: Bonnie Butterworth and Infinity Legal, LLC engaged in unprofessional conduct by harassing and slandering complainant.

Complainant Sandoval accused Butterworth of harassment and slander by posting a social media message about Sandoval attempting to defraud or steal from Butterworth’s client James Langstaff (“Langstaff”).

The following is a screenshot of the post, provided by Sandoval in her complaint. Sandoval noted the date of the post and highlighted her area of concern. The remainder of the post was not provided in the complaint.



Sandoval was not interviewed. Multiple attempts were made to reach Sandoval by phone and email to schedule an interview but she did not respond.

Butterworth provided a written response to the complaint. Her statement is summarized as follows:

- On 02/13/2024, Bonnie Butterworth of Infinity Legal LLC completed a trust package for Langstaff in Lake Havasu City, AZ.
- On 02/14/2024, Butterworth returned to deliver the completed package to Langstaff. At this meeting, Langstaff handed the package to his adult daughter, Tracy Baker (“Baker”), for safekeeping. Baker lived in Montana and was headed to the airport to return home after this meeting.
- On 07/02/2024, Butterworth received a phone call from Sandoval. Sandoval explained she was a close friend of Langstaff’s and requested a copy of Langstaff’s completed trust. Because Sandoval was not authorized to receive the package, Butterworth refused to provide Sandoval the trust package.
- On 07/03/2024, Butterworth received several calls from Sandoval with the same request. Each time, Butterworth declined to provide Sandoval with the trust. Butterworth then received a call from Langstaff. His tone and statements appeared confused to Butterworth, so she requested he receive an updated doctor’s note of competency before she released a copy of the trust to him. She suggested he contact Baker as she had the original copy.
- After multiple calls from Sandoval, Butterworth blocked her number to avoid further calls.
- On 07/09/2024, Butterworth received a call from a realtor needing document assistance for a client who wished to transfer his home from his trust to another person. Butterworth learned the client was Langstaff and refused to process the documents. Butterworth informed the realtor of the situation and he declined to further assist Langstaff with the transfer process out of concern.
- On the evening of 07/09/2024, Butterworth posted on NextDoor, a local social media platform. In the post, Butterworth identifies herself as the owner of Infinity Legal. She notes that she is assisting two clients being defrauded by unscrupulous friends. She states one client has ‘given away’ over \$200,000 and states “Kristy ‘Lily’ Sandoval doing everything in her power to get him to sign over his house’.
- Butterworth deleted the post the following morning and did not hear from Sandoval again.

In an interview with Butterworth on 10/28/2024, she provided information consistent with her response to the complaint. Division staff asked her to elaborate on her reasoning for posting and subsequently deleting the NextDoor post.

Butterworth stated she had befriended Langstaff and his family during and after the processing of Langstaff’s trust. Butterworth said there was no concerning issues after completion of the trust. When Butterworth was contacted several months later by Sandoval, Butterworth had concern that Langstaff was being manipulated by Sandoval.

Butterworth stated that she posted the social media post out of frustration and concern for clients who she believed were being defrauded. While Butterworth said she believes Sandoval had taken large sums of money and property from Langstaff, Butterworth acknowledged that she had no direct evidence of this and the matter was being addressed with Adult Protective Services through multiple contacts from Baker. Butterworth said she thought better of the post and deleted it the following morning because she directly named Sandoval. Butterworth said she believed the content of the post to be factual, but decided it was not appropriate to have posted for public consumption.

Butterworth said she did not accuse Sandoval of theft or illegal activity in the post, only that Sandoval had tried to convince a client (Langstaff) to sign over his house to her. Butterworth contends this is factual information. Butterworth said she intended to post the message as a warning for people to look out for their senior friends and family.

The investigative findings are summarized as follows:

Butterworth was retained by Langstaff to prepare a trust. Butterworth refused to provide Sandoval a copy of Langstaff's trust when Sandoval requested the documentation without Langstaff's permission. Butterworth developed concern for Langstaff's mental and financial wellbeing. She forwarded her concerns to Baker and blocked additional communications with Sandoval.

Butterworth admitted posting the NextDoor message, generally warning the public about the dangers of unscrupulous individuals who prey on senior clients. Butterworth's post identified Sandoval by name. However, in the post, Butterworth identified herself as a legal document preparer and owner of Infinity Legal, LLC, adding credibility and tying her business to the comments. Butterworth decided the post should not have been listed and deleted it the following morning.

A review of Infinity Legal Services' website "About" page ([About – Infinity Legal Services](#)) informs the public that Butterworth is "a licensed Legal Document Preparer through the Arizona Supreme Court...Arizona Certified Legal Document Preparers are paralegals licensed through the AZ Supreme Court..." The website associates Butterworth and her business to the Arizona Supreme Court.

The Division determined Butterworth's public statements about clients and her personal opinions presented in the context of being a certified professional demonstrate impropriety or the appearance of impropriety contrary to ACJA §7-208(J)(1)(a) and unprofessional conduct under ACJA § 7-201(H)(6)(k)(6) and (8).

ACJA § 7-201(F)(1):

F. Role and Responsibilities of Certificate Holders.

1. Code of Conduct. Each individual certificate holder shall adhere to the code of conduct or standards of conduct, subsection (J) in the applicable section of the ACJA.

ACJA § 7-201(H)(6)(a):

a. Failed to perform any duty to discharge any obligation in the course of the certificate holder's responsibilities as required by law, court rules, this section or the applicable section of the ACJA;

ACJA §7-201(H)(6)(k)(6), and (8):

(6) Failed to practice competently by use of ... unacceptable practices;

(8) Failed to practice competently by reason of any cause on a single occasion or on multiple occasions by performing ... unacceptable client or customer care or failed to conform to the essential standards of acceptable and prevailing practice;

ACJA §7-208(J)(1)(a):

1. Ethics.

a. A legal document preparer shall avoid impropriety and the appearance of impropriety in all activities, shall respect and comply with the laws, and shall act at all times in a manner that promotes public confidence in the integrity and impartiality of the legal and judicial systems.

Allegation 1 is substantiated.

DISCIPLINARY HISTORY:

None.

SUBMITTED BY:

[Redacted Signature]

01/16/2025

Date

Certification and Licensing Division

REVIEWED BY:

[Redacted Signature]

01/17/2025

Pasquale Fontana, Manager
Certification and Licensing Division

Date

REVIEWED BY:



Aaron Nash, Director
Certification and Licensing Division

1/20/2025_____
Date

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
REVIEW AND DECISION OF THE PROBABLE CAUSE
EVALUATOR**

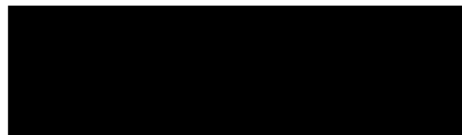
REVIEW AND DECISION OF THE PROBABLE CAUSE EVALUATOR:

Under ACJA § 7-201(H)(5)(a), the deputy director, serving in the capacity of probable cause evaluator under ACJA § 7-201(D)(3)(a), having conducted an independent review of the facts and evidence gathered during the course of the investigation of complaint numbers 24-L009/24-L010:

- ☐ Directs division staff to investigate further.
- ☐ Determines probable cause does not exist demonstrating the certificate holder has committed any acts of misconduct or violations of the statutes, court rules, this section, or the applicable section of the ACJA and enters a written finding to that effect as to Allegation(s):
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- ☒ Determines probable cause exists demonstrating the certificate holder has committed one or more acts of misconduct or violations of the statutes, court rules, this section, or the applicable section of the ACJA and enters a written finding to that effect as to Allegation(s):

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Jeffrey Schrade
Probable Cause Evaluator

1/27/2025

Date

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
RECOMMENDATION TO THE BOARD**

***CERTIFICATE
HOLDER
INFORMATION***

Certificate Holder:
Certification Number:
Business Name:
Certificate Number:
Type of Certificate:

Bonnie Butterworth
[REDACTED]
Infinity Legal, LLC
[REDACTED]
Legal Document Preparer,
Legal Document Preparer
Business Entity

**RECOMMENDATION TO THE NONLAWYER LEGAL SERVICE PROVIDERS
BOARD (“BOARD”):**

It is recommended the Board accept the finding of the Probable Cause Evaluator and enter a finding Bonnie Butterworth and Infinity Legal, LLC have committed the alleged act(s) of misconduct as detailed in the Investigation Summary, Determination, Probable Cause Review, and Recommendation Report in complaint numbers 24-L009 and 24-L010.

It is further recommended the Board enter a finding grounds for formal disciplinary action exists under Arizona Code of Judicial Administration (“ACJA”) § 7-201(H)(6) for act(s) of misconduct involving ACJA §§ 7-201(F)(1), 7-201(H)(6)(a), 7-201(H)(6)(k)(6), and (8), and ACJA § 7-208(J)(1)(a).

Mitigating factors under ACJA § 7-201(H)(22)(b)(1):

- ☒ The absence of a prior disciplinary record;
- ☐ The absence of a dishonest motive;
- ☐ The absence of a selfish motive;
- ☐ Personal or emotional problems;
- ☒ A timely good faith effort to make restitution or to rectify consequences of misconduct;
- ☒ Full and free disclosure to the division staff, the board or the hearing officer;
- ☒ A cooperative attitude toward any proceedings;
- ☐ Inexperience in the practice of the profession or occupation;
- ☐ Character or reputation;
- ☐ Physical or mental disability;
- ☐ Physical or mental impairment;
- ☐ Delays in the disciplinary proceedings;
- ☐ Interim rehabilitation;
- ☐ Imposition of other penalties or sanctions;
- ☒ Remorse;
- ☐ The remoteness of prior offenses;
- ☐ Other: _____

Aggravating factors under ACJA § 7-201(H)(22)(b)(2):

- ☐ A prior disciplinary record;
- ☐ A dishonest motive;
- ☐ A selfish motive;
- ☐ Multiple offenses;
- ☐ Bad faith obstruction of the disciplinary proceedings by intentionally failing to comply with this section, the applicable section of ACJA, court rules or orders of the hearing officer; (Failure to respond to Division requests sent to a valid point of contact reflects an uncooperative attitude toward the investigation)
- ☐ Submission of false evidence, false statements or other deceptive practices during the discipline process;
- ☐ Refusal to acknowledge wrongful nature of the conduct;
- ☐ Vulnerability of the victim;
- ☒ Substantial experience in the profession or occupation;
- ☐ Indifference to making restitution;
- ☐ Other: _____

It is further recommended the Board issue a Censure to Bonnie Butterworth and Infinity Legal, LLC.

SUBMITTED BY:



1/27/2025

Aaron Nash, Director Date
Certification and Licensing Division

**ARIZONA SUPREME COURT
ADMINISTRATIVE OFFICE OF THE COURTS
DECISION AND ORDER OF THE BOARD**

DECISION AND ORDER:

The Board having reviewed the above Investigation Summary, Determination, Probable Cause Review, and Recommendation Report, regarding complaint numbers 24-L009 and 24-L010 and Bonnie Butterworth, certificate number [REDACTED], and Infinity Legal LLC, certificate number [REDACTED], makes a finding of facts and this decision, based on the facts, evidence, and analysis as presented and:

- ☐ Request division staff to conduct further investigation;
- ☐ Refer the complaint to another entity with jurisdiction;

Referral to: _____

- ☐ Determine no violation exists and dismiss the complaint
 - ☐ with prejudice
 - ☐ without prejudice

- ☐ Determine no acts of misconduct or violation occurred and no discipline is warranted; however the certificate holder's actions need modification or elimination and issue an advisory letter pursuant to subsection (D)(5)(c)(1)(g);

- ☐ Enter a finding the certificate holder has violated any provisions of the statutes, court rules, this section, or the applicable ACJA specific sections or subsection (H)(6) and order an emergency summary suspension, pursuant to subsection (H)(9)(d);

- ☒ Enter a finding the certificate holder has violated any of the provisions of the statutes, court rules, this section, the applicable ACJA sections or subsection (H)(6) and issue an order imposing any or a combination of the following information or formal disciplinary sanctions:

- ☒ Issue a letter of concern
- ☐ Issue a censure
- ☐ Resolve any found acts of misconduct or violations by consent order or other negotiated settlement
- ☐ Place specific restrictions on a certificate
- ☐ Place the certificate holder on probation or a set period of time under specified conditions
- ☐ Mandate additional training for the certificate holder

- ☐ Issue a cease and desist order pursuant to subsection (E)96)
 - ☐ Order suspension of a certificate for a set period of time with specific conditions for reinstatement
 - ☐ Order revocation of a certificate with specific conditions for reinstatement
 - ☐ Assess costs associated with the investigation and disciplinary proceedings; or
 - ☐ Impose civil penalties associated with the investigation and disciplinary proceedings.
- ☒ Order the preparation of documents necessary for informal or formal disciplinary actions under subsection (H)(7)(b), (H)(8)(b) or (H)(9)(b)
- ☐ Request the license holder appear before the Board to participate in a Formal Interview, pursuant to ACJA § 7-201(H)(8).
- ☐ Enter a finding the public health, safety or welfare is at risk, requires emergency action, and orders the immediate emergency suspension of the license and sets an expedited hearing for:
- Date, Time, and Location: _____
- ☐ Order the filing of Notice of Formal Charges, pursuant to ACJA § 7-201(H)(10).
- ☒ Adopts the recommendations of the Division Director.
- ☐ Does not adopt the recommendations of the Division Director and orders:

Paul Friedman, Vice Chair
 Board of Nonlawyer Legal Service Providers

3-31-25

Date