

**Arizona Supreme Court
Administrative Office of the Courts**



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

Complaint Nos. 25-L001/25-L002

Certificate Nos. [REDACTED]

4/27/2026

Certification and Licensing Division

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

<i>CERTIFICATE HOLDER INFORMATION</i>	Certificate Holder:	Carlos E. Galindo
	Certificate Number:	██████
	Business Name:	Agencia Hispana, LLC
	Certificate Number:	██████
	Type of Certificates:	Legal Document Preparer, Legal Document Preparer Business Entity
<i>COMPLAINANT</i>	Name:	Honorable Janette C. Corral
<i>INVESTIGATION INFORMATION</i>	Complaint Number:	25-L001/25-L002
	Investigator:	Rachel Rowland
Complaint Received:		02/03/2025
Complaint Forwarded to the Certificate Holder:		02/03/2025
Certificate Holder Received Complaint:		02/06/2025
Response From Certificate Holder:		03/07/2025 & 03/20/2025
Period of Active Certification (Individual):		06/10/2003 - Present
Period of Active Certification (Business):		09/23/2019 - Present
Status of Certification:		Active
Availability of Certificate Holder:		Available
Availability of Complainant:		Available
Report Date:		4/27/2026

ALLEGATIONS:

1. Agencia Hispana, LLC and Carlos Galindo failed to practice competently by use of unacceptable practice by:
 - a) Failing to include their legal document preparers' names and certificate numbers on documents prepared in a guardianship proceeding.
 - b) Failing to inform the petitioner she could file an application for deferral or waiver of court fees resulting in unnecessary costs to petitioner.
 - c) Failing to prepare legal documents using available Spanish forms when the petitioner did not speak English.
 - d) Charging \$1400 when another document preparer retained to properly complete the legal documents charged \$800.

ADDITIONAL FINDINGS:

None.

SUMMARY OF INVESTIGATIVE PROCEDURE:

- Written complaint and documentation submitted by complainant, the Honorable Janette C. Corral (“Commissioner Corral”).
- Written response and documentation submitted by certificate holder Carlos E. Galindo (“Galindo”) principal of Agencia Hispana, LLC (“Agencia”).
- Interview with Lawrence F. Scaringelli, (“Scaringelli”), Esq, Court-Appointed Attorney in PB2024-004261.
- Interview with Blanca Y Palacios Ochoa (“Palacios Ochoa”), Petitioner in PB2024-004261.
- Review of court records, Superior Court of Arizona, Maricopa County PB2024-004261.
- Review of Arizona Superior Court, Maricopa County website at <https://superiorcourt.maricopa.gov/lrc/probate-court-forms/>.
- 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. Carlos E. Galindo
2. Honorable Jannette C. Corral
3. Lawrence F. Scaringelli, Esq.
4. Blanca Y Palacios Ochoa

SUMMARY OF FACTUAL FINDINGS OF INVESTIGATION:

The Division substantiated Allegation 1 a), b), and c).

By way of background, Galindo prepared court forms in a guardianship case in PB2024-004261, before Commissioner Corral on January 30th, 2025. Scaringelli, Court Appointed Counsel (“CAC”) for the proposed ward, brought to the court’s attention several issues of concern in Galindo’s handling of the documents for the family, which prompted Scaringelli to recommend to the family that the family hire a second legal document preparer to properly complete the forms. Commissioner Corral subsequently filed a complaint with the Division.

Allegation 1: Agencia Hispana, LLC and Carlos Galindo failed to practice competently by use of unacceptable practice by:

a) Failing to include their legal document preparers' names and certificate numbers on documents prepared in a guardianship proceeding.

Commissioner Corral indicated during her [April 21, 2025](#) interview with Division staff, that when she first reviewed the initial court documents filed in PB2024-004261, she assumed they were completed by the family/pro pers and not a legal document preparer because Galindo omitted his name, business name and certificate numbers on the prepared forms.

Division staff reviewed the court forms filed in PB2024-004261 via the Integrated Court Information System ("ICIS"): [Petition for Permanent Appointment of Guardian and Conservator for an Adult](#), the [Affidavit of Person to be Appointed Guardian or Conservator](#), [Acknowledgment of Conservator and Lawyers' Undertaking and Obligation and Waiver of Notice](#). None of the four individual court forms prepared by Galindo/Agencia Hispana in PB2024-004261 contained Galindo's name, business name, or collective certificate numbers, as required by ACJA §7-208(F)(3).

In his interview with Division staff on [May 1, 2025](#), Galindo stated that he personally completed the guardianship forms in PB2024-004261. Galindo acknowledged that he erred by not including his and his business entity's names and certificate numbers on the forms he prepared and filed in PB2024-004261.

Galindo's omission of his name, business agency name, and certificate numbers on legal documents he and his business prepared is in violation of ACJA §7-208(F)(3). Galindo does not dispute that he failed to include the requisite certificate numbers and names on documents prepared and filed in PB2024-004261.

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):

6. Grounds for Discipline. A certificate holder is subject to disciplinary action if the board finds the certificate holder has engaged in one or more of the following:
 - 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), (7), and (8):

- (6) Failed to practice competently by use of ... unacceptable practices;
- (7) Failed during the performance of any responsibility or duty of the profession or occupation to use the degree of care, skill and proficiency commonly exercised by the ordinary skillful, careful and prudent professional certificate holder engaged in similar practice under the same or similar conditions regardless of any level of harm or injury to the client or customer;
- (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(F)(2) and (3):

- 2. Code of Conduct. Each certified legal document preparer shall adhere to the code of conduct in subsection.
- 3. Identification. Beginning July 1, 2003, a certified legal document preparer shall include the legal document preparer's name, the title "Arizona Certified Legal Document Preparer" or the abbreviation "AZCLDP" and the legal document preparer's certificate number on all documents prepared by the legal document preparer.

ACJA §7-208(J)(5)(a):

- a. A legal document preparer shall perform all duties and discharge all obligations in accordance with applicable laws, rules or court orders.

Allegation 1 a) is substantiated.

b) Failing to inform the petitioner she could file an application for deferral or waiver of court fees resulting in unnecessary costs to petitioner.

In her written complaint against Galindo, Commissioner Corral alleged Galindo "did not inform petitioner that she could file an application for deferral of court costs and she had to pay \$679.00."

During her [April 21, 2025](#) interview with Division staff, Commissioner Corral relayed that Scaringelli made her aware of the issues with the initial court forms in PB2024-004261, prepared by Galindo. Commissioner Corral said she assumed the forms were completed by family and the family was struggling with the court process/forms and retained a legal document preparer to "get them across the finish line." Commissioner Corral then learned from Scaringelli that Galindo completed the initial court forms and a second legal document preparer experienced in guardianships was retained by the family to complete the appropriate court forms. Commissioner Corral said Scaringelli, counsel for the

proposed ward, went on the record at the guardianship hearing to bring Galindo's deficiencies to the court's attention.

Division staff reviewed Scaringelli's statements from the January 30, 2025, guardianship hearing (PB2024-004261) via [For the Record](#) ("FTR"). Scaringelli stated, "He [Galindo] did not understand the rules so he made them pay filing fees which they shouldn't need to pay based on the fact they should have been deferred as Diana has no assets and income."

Division staff interviewed Scaringelli on April 23, 2025 and he further added, "one of the problems with pro pers is they don't understand, don't know the right questions to ask, the forms are difficult to understand, so they hire and rely on an LDP to take care of the appropriate filings."

In Galindo's written response to the complaint, he indicated "by policy," he "always" offers a deferral or waiver to his clients. However, in his May 1, 2025, interview, Galindo explained his process of offering of a deferral/waiver consists only of verbally asking the client if they are interested in a deferral/waiver and "if they say no, that is it." Galindo told Division staff that he asked the client in this case if she was interested and she said no. When Division staff commented to Galindo it was odd the petitioner would choose to pay the court fees, rather than complete a waiver/deferral and pay zero, Galindo said, "I'm dealing with 99% Hispanics, they are very limited on what they want to give out information wise or they're very concerned about anybody getting their information..." Division staff also asked Galindo if he knew whose income/assets the court takes into consideration for a waiver/deferral and he answered, "I saw it based on the parents, but they have income coming in for the child possibly already and so maybe they would look at all of it." According to Commissioner Corral and Scaringelli, the waiver of court fees is based on the proposed ward's income, not the petitioner. However, regardless of whose income the waiver was based on, as evidenced below, Galindo failed to provide his client with sufficient information to make an informed decision.

On 4/2/2026, Division staff interviewed Palacios Ochoa, Galindo's former client and petitioner in PB2024-004261. Palacios Ochoa is Spanish speaking and was interviewed by Division investigator Raul Ortiz. Palacios Ochoa stated that Galindo did not explain to her that she might be able to seek relief from court filing fees through a fee waiver or deferral. Palacios Ochoa recalled only being told by Galindo she needed to pay because time was short. Palacios Ochoa did not recall Galindo ever informing her of any option that could have reduced or eliminated the court costs.

Per the FTR of the guardianship hearing on January 30, 2025, Commissioner Corral verbally ordered the Clerk of the Court to refund the filing fee and probate investigator fee to the petitioner, which was reflected in a subsequent Minute Entry.

Galindo reported to Division staff that he offered the deferral/waiver to his client, while his former client, Palacios Ochoa disputed that assertion. Galindo acknowledged during his May 1, 2025 interview with Division staff that he did not read or explain the deferral guidelines to his client. Galindo's omission caused his clients to pay fees that the clients

were entitled to have waived, although the court intervened and ordered a refund on the filing fees.

ACJA §7-201(F)(1):

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):

6. Grounds for Discipline. A certificate holder is subject to disciplinary action if the board finds the certificate holder has engaged in one or more of the following:
 - 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)(7), and (8):

- (7) Failed during the performance of any responsibility or duty of the profession or occupation to use the degree of care, skill and proficiency commonly exercised by the ordinary skillful, careful and prudent professional certificate holder engaged in similar practice under the same or similar conditions regardless of any level of harm or injury to the client or customer;
- (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(F)(2):

2. Code of Conduct. Each certified legal document preparer shall adhere to the code of conduct in subsection J.

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 b) is substantiated.

c) Failing to prepare legal documents using available Spanish forms when the petitioner did not speak English.

In her complaint, Commissioner Corral alleged that Galindo prepared the court forms in PB2024-004261 in English and the petitioner and co-petitioner did not speak English.

Division staff reviewed the court documents prepared by [Galindo/Agencia in PB2024-004261](#). Records reflect that Galindo completed English forms for his Spanish speaking clients.

In the April 23, 2025 interview with the Division, Scaringelli expressed deep concern about Galindo's use of English forms for his Spanish speaking petitioners, especially because Galindo is Spanish speaking. Scaringelli further added that he would have concern about any legal document preparer who would use English forms for Spanish speaking and reading clients, and further added, "that is why the court has Spanish forms available, so the petitioners can read and understand what they are signing."

In Galindo's written response to the Division, he stated, "This preparer can only offer the bilingual form, if the Petitioner chooses to have me prepare the document in English, I proceed as the Petitioner, my client requests. I am a private Interpreter and Translator, therefore as a rule, if my client feels more comfortable with Spanish, I offer to translate the documents they are about to sign, verbatim." In Galindo's May 1, 2025 interview with Division staff, Galindo indicated in this case, he made the client aware of the availability of bilingual court forms and added, "but because so many people know me and know that I am a private court interpreter and I translate and interpret, so they are usually very comfortable with me read it to them. I'm a verbatim interpreter, so I move pretty quick explaining everything prior to them signing."

In her April 4, 2026 interview with Division staff, Palacios Ochoa stated when she first met Galindo, he presented as kind, helpful, and an advocate for Hispanic individuals. However, after she retained Galindo and he received payment, Galindo's demeanor changed significantly. Palacios Ochoa described Galindo as becoming rude, dismissive, and unwilling to answer her questions. Regarding the allegation, Palacios Ochoa stated that Galindo never provided her with Spanish-language court forms and never asked her whether she preferred the documents in Spanish or English. Palacios Ochoa stated that Galindo knew she spoke only Spanish, yet all documents prepared by him were in English. Palacios Ochoa stated that while Galindo verbally asked her questions from the forms, he did not provide her with Spanish translations of the documents themselves or explain them in sufficient detail for her to thoroughly understand them.

Galindo's explanation to Division staff for the use of the English forms in this case is incongruous with the following:

- Division staff performed a general internet search of Galindo and Agency Hispania and found Galindo markets himself and his agency to the Hispanic community

using Spanish in his [advertisements](#). For example, the following advertisements were obtained from the Yelp website for Galindo/Agencia Hispania.



- Division staff reviewed Galindo's Agreement for Services that he provided to the Palacios Ochoa in this case, and it is bilingual form, English and Spanish. Palacio Ochoa was required to initial, sign and date each page, indicating that she has read and understands the agreement.
- Division staff reviewed the Probate Cover Sheet filed by Galindo in this case, which indicated a Spanish interpreter was needed for the petitioner and co-petitioner at the hearing.

Division staff reviewed the probate forms filed in PB2024-004261 by the second legal document preparer. The forms completed by the second legal document preparer were the Spanish/bilingual court forms. A portion of the petition filed by Galindo and a portion of the amended bilingual petition are provided to illustrate the complainant's concern, which is the client's inability to read the document and attest to the truth and accuracy of what the client is signing.

REQUESTS TO THE COURT: Petitioner asks the court to:
(SOLICITUDES AL TRIBUNAL: El Petente solicita al tribunal que:)

- Appoint a lawyer to represent the proposed protected person's interests, a physician or other health professional authorized by A.R.S. §§ 14-5303 or 14-5312 to report on his or her physical and mental condition, as well as a court investigator.
(Nombra a un abogado para que represente los intereses de la persona propuesta protegida, así mismo a otro profesional de salud autorizado por A.R.S. §§ 14-5303 o 14-5312 para que informe acerca de su condición física y mental, así como a un investigador judicial.)
- After Petitioner gives notice of this hearing to all interested persons and to those required by law, hold a hearing to determine if the Court should order a Guardianship.
(Después de que el Petente notifique a todas las personas interesadas y a todas las personas requeridas por ley, que la ley exige un juicio, que tenga una audiencia para determinar si el Tribunal debería ordenar una tutela.)
- Make a finding that the person is incapacitated, needs a guardian, and if applicable, make a finding that the incapacitated person requires inpatient mental health care.
(Haga una determinación de que la persona está incapacitada, necesita un tutor, y si procede, que haga una determinación de que la persona incapacitada requiere cuidado de salud mental como paciente internado.)

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APC
Case No. _____
(Número de caso)

- Make a finding that the person needs protection under law.
(Determine que la persona necesita protección según la ley.)
- If a general guardianship is ordered, make a finding that less restrictive means, including technological assistance were considered, but not adequate or appropriate.
(Si se ordena una tutela general, que haga una determinación de que se consideraron medios menos restrictivos, incluyendo asistencia tecnológica, pero éstos no eran adecuados o apropiados.)
- Appoint the person proposed in this petition as Guardian of the protected person.
(Nombra a la persona propuesta en esta petición como tutor de la persona protegida.)
- Make any other orders the Court decides are in the best interests of the proposed incapacitated person.
(Haga toda otra orden que el Tribunal decida que es en beneficio de la persona incapacitada propuesta.)

UNDER OATH OR BY AFFIRMATION / (BAJO JURAMENTO O PROTESTA)
I swear or affirm under penalty of perjury that the contents of this document are true and correct to the best of my knowledge and belief.
(Juro o afirmo bajo pena de perjurio que el contenido de este documento es verdadero y correcto a mi mejor saber y conciencia.)

Signature: _____
Date: 11/13/2024

STATE OF: Arizona
COUNTY OF: Maricopa

Subscribed and sworn to or affirmed before me this _____ day of _____, 2024.
(Firmado y jurado o afirmado ante mí el _____ día de _____, 2024.)

Notary Public: _____
(Notario Público)

REQUESTS TO THE COURT: Petitioner asks the court to:

- Appoint a lawyer to represent the proposed protected person's interests, a physician or other health professional authorized by A.R.S. § 14-5303 or 5312 to report on his or her physical and mental condition, as well as a court investigator.
- After Petitioner gives notice of the hearing to all interested persons and to those required by law, hold a hearing to determine if the Court should order a Guardianship and Conservatorship.
- Make a finding that the person is incapacitated, needs a guardian, and if applicable, make a finding that the incapacitated person requires inpatient mental health care.
- Make a finding that the person needs protection under law including a conservator.
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Case No. _____

- If a general guardianship is ordered, make a finding that less restrictive means, including technological assistance were considered but not adequate or appropriate.
- Appoint the person proposed in this petition as Guardian of the protected person and Conservator of his or her estate.
- Make any other orders the Court decides are in the best interests of the proposed incapacitated and protected person.

UNDER OATH OR AFFIRMATION
I swear or affirm under penalty of perjury that the contents of this document are true and correct to the best of my knowledge and belief.

Signature: _____
Date: 11/13/24

STATE OF: Arizona
COUNTY OF: Maricopa

Subscribed and sworn to or affirmed before me this November 13, 2024
by Blanca Y Palacios Ochoa

(Notary seal)

Galindo acknowledged in his interview with Division staff that he could see how the court may have a level of concern seeing Spanish speaking/reading petitioners, who require a translator at court, signing their names to English court documents they cannot read, and not being privy to that fact the forms were verbally translated by him.

However, according to Palacios Ochoa, Galindo did not ask which forms she preferred and completed them in English when he knew she was Spanish speaking. Additionally, Palacios Ochoa said Galindo did not provide her with Spanish translations of the documents themselves or explain them in sufficient detail for her to thoroughly understand them.

Galindo had a professional responsibility to the court and his clients to complete the appropriate and available bilingual forms. Completing court documents in English to Spanish speaking/reading clients to sign and for the court to rule on is an unacceptable practice.

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), (7), and (8):

- (6) Failed to practice competently by use of ... unacceptable practices;
- (7) Failed during the performance of any responsibility or duty of the profession or occupation to use the degree of care, skill and proficiency commonly exercised by the ordinary skillful, careful and prudent professional certificate holder engaged in similar practice under the same or similar conditions regardless of any level of harm or injury to the client or customer;
- (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(F)(2):

2. Code of Conduct. Each certified legal document preparer shall adhere to the code of conduct in subsection J.

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 c) is substantiated.

d) Charging \$1400 when another document preparer retained to properly complete the legal documents charged \$800.

In her complaint, Commissioner Corral indicated that Galindo charged the petitioners \$1400 for his legal document preparation service, while the second legal document preparer retained by Galindo's clients in PB2024-004261 charged only \$800 for identical services.

In his written response to the complaint, Galindo stated that he charged the petitioners \$1449 for his services. Galindo said he does not have a fee schedule for Guardianship cases; rather, he provides his clients with a quote and informs them of the availability of forms should they choose to complete the documents themselves.

Division staff reviewed the applicable ACJA and the code does not address the specific fees charged by a legal document preparer for services. ACJA §7-208(J)(3)(a), states only, "A legal document preparer shall, upon request of a consumer at any time, disclose in writing an itemization of all rates and charges to that consumer."

Galindo provided the Division with the contract that was signed by his client, showing agreement for \$1449.00 fee for his service. The Division does not have regulatory oversight over market rates that legal documents preparers may charge for services rendered.

Allegation 1 d) is not substantiated.

DISCIPLINARY HISTORY:

Carlos Galindo/Agencia Hispana, LLC

Complaint Nos. 11-L005/11-L013/11-L047/11-048/11-L053/12-L005/12-L033/12-L042/12-0053.

Discipline: Censure – Consent Agreement.
Date of Board Decision: 5/20/2013

Substantiated Allegations:

11-L005

1. Received payments for court filing fees which were not paid to the court.
2. Failed to timely submit a written response to complaint.
3. Failed to place their name, title and certificate numbers on documents prepared.
4. Designated principal failed to ensure Agencia Hispana employees were complying with ACJA and Arizona Supreme Court Rules.

11-L013

1. Knowingly made misleading, deceptive, untrue or fraudulent representations while assisting customers.
2. Failed to timely submit a written response to complaint.
3. Failed to fulfill responsibilities as designated principal to ensure Agencia Hispana employees were complying with ACJA and Arizona Supreme Court Rules.

11-L047

1. Failed to timely file agreed upon and paid for documents.
2. Failed, as designated principal, to actively and directly supervise Agencia Hispana employees and to ensure employees were acting in compliance with ACJA and court rules.

11-L048

1. Failed to prepare accurate documents in a timely manner.
2. Failed to fulfill designated principal responsibilities to ensure Agencia Hispana were complying with ACJA and court rules.
3. Failed to place their names, title and certificate numbers on legal documents filed with the court.

11-L053/12/L053 (duplicate complaints)

1. Failed to prepare accurate documents in a timely manner.
2. Failed, as designated principal, to fulfill responsibilities and ensure Agencia Hispana employees with complying with ACJA and court rules.

12-L005

1. Failed to prepare documents and failed to follow up with customer in a timely manner.
2. Failed to fulfill designated principal responsibilities to ensure employees of Agencia Hispana were compliant with ACJA and court rules.
3. Failed to place name, title and certification numbers on a legal document prepared.
4. Failed to submit a written response to complaint.

12-L033

1. Failed to prepare title transfer and child support documents and failed to timely follow up with customer.
2. Failed to fulfill designated principal responsibilities to ensure Agencia Hispana employees were compliant with ACJA and court rules.

12-L042

1. Failed to prepare agreed upon and paid for documents.
3. Failed to fulfill designated principal responsibilities to ensure Agencia Hispana employees were compliant with ACJA and court rules.

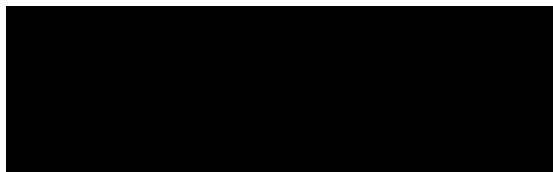
15-L016

Discipline: Censure/Consent Agreement

Date of Board Decision: 2/22/2018

1. Violated terms of a previous Consent Agreement regarding operating a legal document preparer business.

SUBMITTED BY:

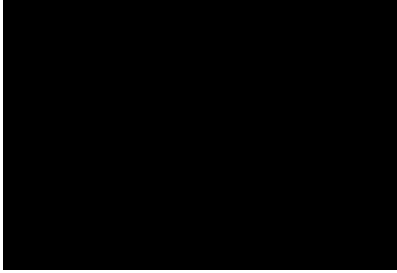


Rachel Rowland, Investigator
Certification and Licensing Division

4/27/2026

Date

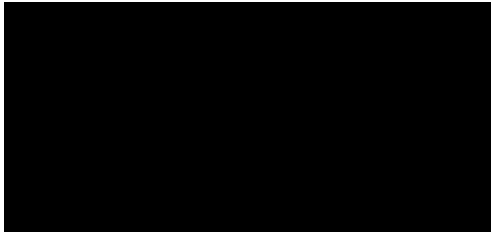
REVIEWED BY:



May 8, 2026

Pasquale Fontana, Manager
Certification and Licensing Division Date

REVIEWED BY:



May 8, 2026

Abigail Raddatz, Director
Certification and Licensing Division 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:

Pursuant to 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 25-L001 and 25-L002:

- ☐ 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):

1 d)

- ☒ 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):

1 a), b), c)



Jeffrey Schrade
Probable Cause Evaluator

5/11/2026

Date

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

***CERTIFICATE
HOLDER
INFORMATION***

Certificate Holder:	Carlos E. Galindo
Certification Number:	██████████
Business Name:	Agencia Hispana, LLC
Certificate Number:	██████████
Type of Certificate:	Individual Legal Document Preparer Legal Document Preparer Business Entity

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

It is recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding Carlos Galindo and Agencia Hispana, LLC have not committed the alleged acts of misconduct as to Allegation 1 d), as detailed in the Investigation Summary, Determination, Probable Cause Review and Recommendation Report in complaint numbers 25-L001 and 25-L002.

It is further recommended that the Board dismiss Allegation 1 d) with prejudice.

It is further recommended that the Board accept the finding of the Probable Cause Evaluator and enter a finding Carlos Galindo and Agencia Hispana, LLC have committed the alleged act(s) of misconduct as to Allegations 1 a), 1 b) and 1 c), as detailed in the Investigation Summary, Determination, Probable Cause Review and Recommendation Report in complaint numbers 25-L001 and 25-L002.

It is further recommended that the Board enter a finding grounds for informal 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) and (H)(6)(k),(7), and (8); ACJA §§7-208(F)(2) and (3), and 7-208(J)(1)(a).

[OBJ]

When making recommendations for disciplinary action, the Division considered the following mitigating and aggravating factors:

Mitigating factors pursuant to 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;

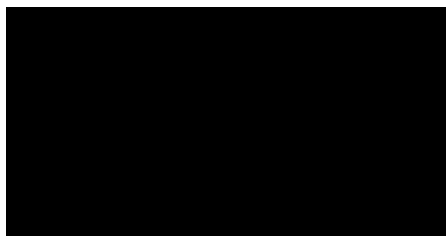
- ☐ Full and free disclosure to the division staff, the board or the hearing officer;
- ☐ A cooperative attitude toward any proceedings;
- ☐ Inexperience in the practice of the profession or occupation;
- ☐ Character or reputation;
- ☐ Physical or mental disability;
- ☐ Physical or mental impairment;
- ☐ Delays in the disciplinary proceedings;
- ☐ Interim rehabilitation;
- ☐ Imposition of other penalties or sanctions;
- ☐ Remorse;
- ☒ **The remoteness of prior offenses;**
- ☐ Other: _____

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

- ☒ **A prior disciplinary record;**
- ☐ A dishonest motive;
- ☐ A selfish motive;
- ☒ **Multiple offenses; (substantiated Allegations 1 a), b), c)**
- ☐ 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 that the Board direct the Division to issue a Letter of Concern.

SUBMITTED BY:



May 11, 2026

Abigail Raddatz, 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 25-L001 involving Carlos Galindo, certificate number [REDACTED]; and 25-L002, involving Agencia Hispana, LLC, certificate number [REDACTED] respectively, 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, Acting Chair
 Board of Nonlawyer Legal Service Providers

5-19-26

Date