

Supreme Court Board of Legal Document Preparers

Arizona State Courts Building
1501 West Washington, Phoenix, AZ 85007
Conference Room 230
10:00 a.m. - 2:00 p.m.

November 17, 2003

Approved Minutes

Members Present:

Judge Roland J. Steinle, III, Chair
Carol L. Wells
Dr. Roger E. Hartley
Donald F. Steward
Margaret J. Kleinman
Nancy Swetnam

AOC Staff Present:

Linda Grau
Lauren Hargrave
Nina Preston
Douglas Brooks
Arturo Rodriguez
David Withey

Members Absent:

Susan C. Vasquez
J. Ward Sturm
Mary Carlton
Vellia M. Pina

Members Present by Phone:

Virlynn Tinnell

Guests:

Allen Merrill
Mary Jane Gregory
Michael Smith
Victoria King
Eryn McCarthy
Judy Plumb
Sandra Coffman

Call to Order

The meeting was called to order by Judge Roland J. Steinle, III at 10:03 a.m.

Review and Approval of Meeting Minutes

Discussion was held regarding the regular session minutes of September 15, 2003. Margaret J. Kleinman and Nancy Swetnam requested the following grammatical changes be made:

Page 1, delete Members Absent

Page 1, First Paragraph, Line 2, to to as

Page 5, Paragraph 2, Line 4, Recommendation the to Recommendation. The issue is whether the

Page 5, Paragraph 2, Line 5, applicants to applicant's

Page 8, Motion LDP-03-171, and dismissed to to dismiss
Page 11, Paragraph 2, Line 1, organization it to organization requested it
Page 13, Paragraph 1, Line 1, organization it to organization requested it
Page 14, Paragraph 3, Line 2, they to she

A **motion** was made by Nancy Swetnam and seconded by Dr. Roger E. Hartley to adopt the minutes as amended from October 20, 2003. Motion passed. **LDP-03-200**

Administrative Issues

Introduction of Arturo Rodriguez, Legal Document Preparer Program Administrative Assistant.

Linda Grau introduced Arturo Rodriguez, Legal Document Preparer Program Administrative Assistant to the Board. Mr. Rodriguez is assisting the program with administrative issues including the complaint process and contacting non-certified legal document preparers. Mr. Rodriguez can be contacted at 602-364-1526.

Review and discussion regarding Arizona Code of Judicial Administration §7-208 Code of Conduct Standard 3 (c)(1).

Linda Grau reported a request for clarification regarding the Code of Conduct Standard 3 (c)(1) was received from Debra Dencek. Ms. Dencek does work collecting on court judgments. Her letter asked for clarification as to whether or not the Standard prohibits/limits an AZCLDP from charging a percentage of the amount she collects. Ms. Dencek asserts the matter of charging a percentage per collected amount is in the interest of her customers. Ms. Dencek submitted her inquiry as a proactive attempt to avoid any appearance of engaging in business practices which potentially violate this Standard. Ms. Grau reported any desired changes to the Standard would require a Supreme Court Order amending the Code. The Board discussed independent adjustors who negotiate settlements and assignments of claims. The Board also discussed the development of the Code and why the prohibition of percentage based fees are included in the Standard. The Board directed program staff to request additional information from Ms. Dencek.

Information regarding the State Bar of Arizona Unauthorized Practice of Law Advisory Committee.

Linda Grau reported the State Bar of Arizona Unauthorized Practice of Law Advisory Committee is in place and has forwarded a letter to the Board indicating the Committee is available to provide non-binding advisory opinions regarding the unauthorized practice of law. The Board discussed sending Ms. Dencek's letter to the Committee to prepare an advisory opinion regarding whether the business process she has delineated represents the unauthorized practice of law.

A **motion** was made by Nancy Swetnam and seconded by Carol L. Wells to accept the offer by the State Bar Unauthorized Practice of Law Advisory Committee to give non-binding advisory opinions. Motion passed. **LDP-03-201**

A **motion** was made by Judge Roland J. Steinle and seconded by Margaret J. Kleinman to defer

consideration of the inquiry of Arizona Code of Judicial Administration §7-208 Code of Conduct Standard 3(c)(1) until the December meeting, and request Nancy Swetnam and Donald F. Steward prepare background information in reference to the history of the requirement, and further direct program staff to obtain more facts upon which the Board can make a decision. Motion passed. **LDP-03-202**

Discussion regarding minimum eligibility requirements for mediators.

Linda Grau reported Frank Hanna, President of Arizona Dispute Resolution Association submitted a letter for consideration regarding the recent Rule 31 amendment and its impact on professional mediators who are required to be certified but do not meet the minimum eligibility requirements. Ms. Grau has advised Mr. Hanna instituting a Board policy will not circumvent the minimum eligibility requirement. The recent amendment to Rule 31 does not limit a professional mediator from mediating. The Alternative Dispute Resolution Committee has recently drafted and proposed a localized mediator registry and is presenting its proposal to various Supreme Court committees for review. The Board discussed mediators who prepare legal documents and who do not meet the minimum eligibility requirements. Many times mediators have mediation experience but do not have the experience to become a certified legal document preparer. Not being eligible for legal document preparation does not disqualify a mediator from preparing a mediation agreement. Nothing within Rule 31 prevents a mediator from preparing the mediation agreement that serves to memorialize the mediation session. If additional documents are being prepared as a result of the mediation process, the preparer must be certified and it remains the document preparer/mediator's burden to meet the minimum eligibility requirements for legal document preparation certification. Although the non-refundable application fee may be perceived as burden on the applicant, the Code is widely available for potential applicants to review and determine if they are eligible prior to submitting an application.

A **motion** was made by Nancy Swetnam and duly seconded that the response to this letter will be as follows: Applicants who are interested in applying for legal document preparation certification will be required to demonstrate in their application, with supporting documentation, they meet the requirements of the prior experience related to preparation of legal documents as defined by Arizona Code of Judicial Administration §7-208. The Board will consider each application on a case by case basis, and will remind applicants that application fees are non-refundable. Motion passed. **LDP-03-203**

Review and discussion of Arizona Code of Judicial Administration §7-208 Code of Conduct Standard 5 (c).

Linda Grau reported attorney Daniel Furlong submitted a letter which suggests Arizona Certified Legal Document Preparers who are using the term "paralegal" to represent themselves are violating the Arizona Code of Judicial Administration §7-208 based on the definition of "paralegal" contained

in Supreme Court Rule 31. The letter presented to the Board was redacted for the purposes of maintaining the confidentiality of the complaint process. The Board discussed Arizona Code of Judicial Administration §7-208 and the fact that the Ad Hoc Committee did not prohibit the term “paralegal” when developing the Code.

A **motion** was made by Judge Roland J. Steinle and seconded by Dr. Roger E. Hartley to interpret the letter from Daniel Furlong as a complaint and directed program staff to process the complaint pursuant to the Code. Motion passed. **LDP-03-204**

Review of United States Bankruptcy Court, District of Arizona, Order No. 03-741-CGC.

Linda Grau reported several matters contained on the meeting agenda involve parties who are the subject of Order No. 03-741-CGC, signed by Judge Charles Case of the United States Bankruptcy Court, District of Arizona. Pursuant to this Order, the following individuals on today’s agenda have been enjoined from preparing bankruptcy petitions:

Roger Brown
Paul Demos
Teri Hale
Judy Plumb
William Bowen

The Board discussed the United States Bankruptcy Court, District of Arizona General Order No. 89.

Discussion regarding Application Withdrawal Policy.

Linda Grau requested the Board defer this matter to the December agenda, as time and staff availability have not afforded the opportunity for a policy proposal to be prepared regarding application withdrawal.

A **motion** was made by Nancy Swetnam and seconded by Dr. Roger E. Hartley to defer discussion regarding an Application Withdrawal Policy to the December agenda. Motion passed. **LDP-03-205**

Certification and Eligibility

Review of Hearing Officer recommendations regarding Victoria King, Expert Documents, Inc., and Bankruptcy Pro, LLC.

Linda Grau introduced Eryn McCarthy, Assistant Attorney General, who has been representing the Board in a number of hearings related to denials. The Board asked Ms. King if she wished to add

any additional information regarding the matter. Ms. King's attorney, Michael Smith, addressed the Board and offered no additional information. The Board asked Ms. McCarthy if she wished to add any additional information regarding the matter. Ms. McCarthy addressed the Board and offered no additional information.

Executive Session #1

A **motion** was made by Nancy Swetnam and seconded by Dr. Roger E. Hartley to go into Executive Session to discuss records exempt by law or rule from public inspection or for advice of counsel. Motion passed. **LDP-03-206**

Executive Session #1 ended.

A **motion** was made by Dr. Roger E. Hartley and seconded by Donald F. Steward to adopt the Conclusion of Law and the amended Findings of Fact and Recommendation of Hearing Officer Anne Phillips which recommends the Board grant initial individual certification to Victoria King. Motion passed. Nancy Swetnam Recused. **LDP-03-207**

A **motion** was made by Donald F. Steward and seconded by Dr. Roger E. Hartley to adopt the original Findings of Fact, Conclusion of Law and Recommendation of Hearing Officer Anne Phillips which recommends the Board deny certification to Expert Documents, Inc. and Bankruptcy Pro, LLC. Motion passed. Nancy Swetnam Recused. **LDP-03-208**

A **motion** was made by Judge Roland J. Steinle and seconded by Dr. Roger E. Hartley to stipulate in the approval letter that Ms. King understands she must continue the rehabilitation referenced to in the Recommendations and that whether she has continued rehabilitation and restitution will be considered by the Board at future certification renewals. Motion passed. Nancy Swetnam Recused. **LDP-03-209**

Review of Applicants

The following business entity requested it be granted Initial Business Entity Certification based on documentation provided showing all qualifications for Initial Certification have been met.

A1 Legal Services, LLC

A **motion** was made by Judge Roland J. Steinle and duly seconded to grant Initial Business Entity Certification to the applicant listed above, based on documentation provided showing it meets all qualifications for Initial Certification. Motion Passed. **LDP-03-210**

The following legal document preparer requested she be granted Initial Individual Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Lillie Ackerman

A **motion** was made by Judge Roland J. Steinle and duly seconded to grant Initial Individual Certification to the applicant listed above, based on documentation provided showing she meets all qualifications for Initial Certification. Motion Passed. **LDP-03-211**

The following legal document preparers and business entity requested they be granted Initial Individual/Business Entity Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Myron Dunn
Roland Dunn
The Patriot Group, Inc.

A **motion** was made by Judge Roland J. Steinle and duly seconded to defer the above listed applications pending additional information. Motion Passed. **LDP-03-212**

The following legal document preparer and business entity requested they be granted Initial Individual/Business Entity Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Elizabeth Harrison
Harrison CPA & Consulting, P.C.

A **motion** was made by Judge Roland J. Steinle and duly seconded to grant Initial Individual/Business Certification to the applicants listed above, based on documentation provided showing they meet all qualifications for Initial Certification. Motion Passed. **LDP-03-213**

The following business entity requested it be granted Initial Business Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Rider, Hunt, Levett, & Bailey, Ltd.

A **motion** was made by Judge Roland J. Steinle and duly seconded to grant Initial Business Entity Certification to the applicant listed above, based on documentation provided showing it meets all qualifications for Initial Certification. Motion Passed. **LDP-03-214**

The following legal document preparer requested he be granted Initial Individual Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Glenn Wilson

A **motion** was made by Judge Roland J. Steinle and duly seconded to grant Initial Individual Certification to the applicant listed above, based on documentation provided showing he meets all qualifications for Initial Certification. Motion Passed. **LDP-03-215**

Linda Grau reported Mr. Brown was denied certification on June 24, 2003, for failure to meet the minimum eligibility requirements. Subsequent to the denial, Mr. Brown has completed a 30 credit hour paralegal studies program at Suffield College & University. Mr. Brown was recently enjoined by the U.S. Bankruptcy Court, District of Arizona, and failed to apply for Business Entity Certification until the program requested he do so. Ms. Grau recommended denial based on Mr. Brown's Income Tax Fraud conviction, the composition of his experience, and his apparent continued disregard for court rules pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(d). The Board discussed Mr. Brown's 1984 Income Tax Fraud conviction and Mr. Brown continuing to file documents following acknowledgment that he had been denied certification. The Board discussed denial pursuant to Arizona Code of Judicial Administration §7-208, Subsections (E)(3)(1)(a)(3) and (E)(3)(1)(a)(4). Ms. Grau reported an attempt was made to confirm Mr. Brown's reported pending clemency request. The Virginia Governor's Office confirmed they received Mr. Brown's request for clemency. However, the Governor's Office also requested additional information from Mr. Brown in 1995 and he failed to provide the information. As a result the clemency request file was closed and subsequently destroyed. The Board discussed if Suffield College & University is institutionally accredited.

Roger Brown
Fast Bankruptcy

A **motion** was made by Judge Roland J. Steinle and seconded by Margaret J. Kleinman to defer the above listed applications pending determination if Suffield College & University is properly accredited and meets the statutory requirements. Motion Passed. **LDP-03-216**

The following legal document preparers requested they be granted Initial Individual Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Gina-Maria Magel
Maricella Nunez
M. Rosario U-Fierro

A **motion** was made by Virlynn Tinnell and duly seconded to grant Initial Individual Certification to the applicants listed above, based on documentation provided showing they meet all qualifications for Initial Certification. Motion Passed. **LDP-03-217**

The following business entity requested it be granted Initial Business Certification based on documentation provided showing all qualifications for Initial Certification have been met.

At Your Fingertips Legal Services

A **motion** was made by Judge Roland J. Steinle and seconded by Margaret J. Kleinman to deny Initial Business Entity Certification of the applicant listed above based on the designated principal's continued dishonesty and misrepresentations to the Board. The denial is entered pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(c). Motion Passed. **LDP-03-218**

The following legal document preparer requested he be granted Initial Individual Certification based on documentation provided showing all qualifications for Initial Certification have been met.

William Bowen

A **motion** was made by Donald F. Steward and duly seconded to grant Initial Individual Certification to the applicant listed above, based on documentation provided showing he meets all qualifications for Initial Certification. Motion Passed. **LDP-03-219**

The following business entity requested it be granted Initial Business Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Cadden Community Management, Inc.

A **motion** was made by Nancy Swetnam and duly seconded to grant Initial Business Entity Certification to the applicant listed above, based on documentation provided showing it meets all qualifications for Initial Certification. Motion Passed. **LDP-03-220**

The following business entity requested it be granted Initial Business Entity Certification. The designated principal failed to respond to written requests for additional information and documentation. Ms. Grau recommended the application be deemed incomplete and denied pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(b).

D.I.Y. Legal Services

A **motion** was made by Nancy Swetnam and duly seconded to deny Initial Business Entity Certification of the applicant listed above based on the application being incomplete. The denial is entered pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(b). Motion Passed. **LDP-03-221**

The following legal document preparer requested she be granted Initial Individual Certification. Ms. Grau reported she had several telephone conversations with Ms. Elwess regarding providing requested information pertaining to State Bar UPL complaints. Additionally, Ms. Elwess has not answered the State Bar regarding the complaints, some of which relate to taking money without doing the work promised and erroneously submitting double credit card charges. Ms. Grau recommended the application be deemed incomplete and denied pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(b). The Board discussed further denial for not complying with the laws, court rules or orders, pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(3)(a)(4).

Lisa Elwess

A **motion** was made by Nancy Swetnam and duly seconded to deny Initial Individual Certification of the applicant listed above based on the application being incomplete and her failure to comply with laws and court rules. The denial is entered pursuant to Arizona Code of Judicial Administration §7-208, Subsections (E)(5)(b)(1)(b) and (E)(3)(a)(4). Donald F. Steward and Judge Roland J. Steinle Recused. Motion Failed due to insufficient voting members. By way of operation, this issue is deferred until the next meeting.

The following legal document preparer requested she be granted Initial Individual Certification. Ms. Grau reported Ms. Hale has been enjoined by the District of Arizona Bankruptcy Court for preparing bankruptcies without certification. Based on Ms. Hale's original filing of a business entity application for Paralegal Services of Northern Arizona and her contradictory representation offering the business as Hale & Associates, as well as the documented Yavapai County matters, Ms. Grau recommended the application be denied pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(c).

Teri Hale

A **motion** was made by Judge Roland J. Steinle and duly seconded to deny Initial Individual Certification of the applicant listed above based on Ms. Hale's original filing of the Paralegal Services of Northern Arizona business entity application and her contradictory representation offering the business as Hale & Associates as well as the reported Yavapai County matters. The denial is entered pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(c). Motion Passed. Margaret J. Kleinman Recused. **LDP-03-222**

The following legal document preparers and business entity requested they be granted Initial Individual/Business Entity Certification. Ms. Grau recommended Montgomery & Associates and Jane Rossi be deferred pending resolution of pending complaint issues, and that Aida Pompa be deferred to provide the applicant an opportunity to submit a statement regarding her legal document preparation experience.

Montgomery & Associates
Aida Pompa
Jane Rossi

A **motion** was made by Judge Roland J. Steinle and seconded by Donald F. Steward to defer the above listed applications pending additional information. Motion Passed. **LDP-03-223**

The following legal document preparer requested she be granted Initial Individual Certification based on documentation provided showing all qualifications for Initial Certification have been met.

Rosa Montoya

A **motion** was made by Judge Roland J. Steinle and duly seconded to grant Initial Individual

Certification to the applicant listed above, based on documentation provided showing she meets all qualifications for Initial Certification. Motion Passed. **LDP-03-224**

The following legal document preparer requested she be granted Initial Individual Certification. Ms. Grau reported this matter was previously deferred for additional information from the applicant regarding her experience. Written notices and telephone calls have been attempted to secure additional information from the applicant. No response has been received. Ms. Grau recommended the application be deemed incomplete and denied pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(b).

Monika Urlich

A **motion** was made by Nancy Swetnam and duly seconded to deny Initial Individual Certification of the applicant listed above based on the application being incomplete. The denial is entered pursuant to Arizona Code of Judicial Administration §7-208, Subsection (E)(5)(b)(1)(b). Motion Passed. **LDP-03-225**

Applications Pending Formal Withdrawal

Amish Ventures, Inc.
Marilyn Reedy-Creasy

A **motion** was made by Judge Roland J. Steinle and seconded by Margaret J. Kleinman to defer the above listed applications until the Board has an opportunity to adopt a withdrawal policy. Motion Passed. **LDP-03-226**

Business Entity Exemption Requests

Linda Grau reported the designated principal for the following entity has submitted a Business Entity Exemption Request and recommended approval. The Board discussed the use of the word “law” in the business entity name and how it applies to “other terms” under the Code.

A1 Legal Services, LLC dba A1 Law Services

A **motion** was made by Nancy Swetnam and duly seconded to grant Business Entity Exemption to the applicant listed above, based on documentation provided showing it meets all qualifications for Business Entity Exemption. However, the Board is not approving the dba A1 Law Services. Motion Passed. **LDP-03-227**

Linda Grau reported the designated principals for the following entities have submitted Business Entity Exemption Requests and recommended approval of exemptions:

Cadden Community Management, Inc.

MSB Riyadh Legal Consultants, LLC
Rider, Hunt, Levett & Bailey, Ltd.

A **motion** was made by Nancy Swetnam and duly seconded to grant Business Entity Exemption to the applicants listed above, based on documentation provided showing they meet all qualifications for Business Entity Exemption. Motion Passed. **LDP-03-228**

Executive Session #2

A **motion** was made by Judge Roland J. Steinle and seconded by Nancy Swetnam to go into Executive Session to discuss records exempt by law or rule from public inspection or for advice of counsel. Motion passed. **LDP-03-206**

Executive Session #2 ended.

Review and Approval of Meeting Minutes

A **motion** was made by Judge Roland J. Steinle and seconded by Nancy Swetnam to adopt the Executive Session minutes of October 20, 2003, as amended in Executive Session. Motion Passed. **LDP-03-207**

Review and discussion of Consent Agreement regarding applicant Amy Nagel.

A **motion** was made by Judge Roland J. Steinle and seconded by Nancy Swetnam to adopt the conditional individual certification agreement in the matter of Amy Nagel and authorize Judge Roland J. Steinle to execute the document on behalf of the Board. Virlynn Tinnell Recused. Motion Passed. **LDP-03-208**

Judge Roland J. Steinle stated there were some voting issues today and requested the Program Coordinator attempt to secure, in advance, confirmation of the number of Board members who are planning on attending each meeting to ensure proxies are obtained when needed. The Rule requires six votes in order for a motion to carry. Ms. Grau reported Ms. Carlton advised her she would not be attending, and Ms. Carlton, Mr. Sturm and Ms. Pina have previously used their proxies. If the Board does not have enough people attending the meetings the Board may have to reconsider the number of proxies allotted to each Board member per year.

Review of Hearing Officer recommendation regarding Paul Demos.

A **motion** was made by Nancy Swetnam and seconded by Margaret J. Kleinman to adopt the Hearing Officer's proposed Findings of Fact, Conclusions of Law, and Recommendation that the Board uphold the earlier denial of certification of applicant Paul Demos. Motion Passed. **LDP-03-209**

Report and recommendations regarding Continuing Education course credit approval.

Linda Grau reported the following continuing education events have been submitted for Board approval of credit:

“Divorce By Default” presented by the Family Lawyers Assistance Project on November 13, 2003 from 1:30-3 p.m., for 1.5 hours of continuing education credit.

National Association of Tax Professionals Seminar scheduled for December 1st-5th, 2003, for hour-for-hour credit for verified attendance for a maximum of 3 hours of continuing education credit.

“The New Arizona Trust Law” presented by the Arizona Society of Enrolled Agents on October 28, 2003, for hour-for-hour credit for verified attendance for a maximum of 3 hours of continuing education credit.

A **motion** was made by Judge Roland J. Steinle and seconded by Nancy Swetnam to approve the recommendations of the above listed Continuing Education course credit. Motion Passed. **LDP-03-210**

Hearings Regarding Denial

Legal Document Certification Denial Hearings were held. A Certified Court Reporter was not present for each hearing. Each hearing will be electronically recorded.

Linda Grau reported Judy Plumb’s application was denied for failure to disclose being found civilly liable in a lawsuit involving allegations of misappropriation. The case involved the activities of the applicant’s legal document preparation business. Ms. Plumb addressed the Board and stated she did not feel she intentionally misrepresented herself, she simply answered “no” because it was not against her but against her husband and she was placed on the lawsuits because of her marital interest. Ms. Plumb admitted she has been involved in lawsuits over the past five years due to her marriage with Mr. Plumb who had many issues. Ms. Grau reported Ms. Plumb was found civilly liable in case CV980305 for Breach of Contract. Ms. Plumb stated her husband owned a paralegal business and she initially worked for him but she was not a shareholder or officer of the company. Ms. Grau reported Plumb Enterprises Oil and Gas expanded its business to include bankruptcy filings and Ms. Plumb is listed as an officer of the company according to the Arizona Corporation Commission. Ms. Plumb stated she was unaware she was listed as an officer. The Board questioned Ms. Plumb regarding her non disclosure of the civil lawsuits and how long she has been divorced from Mr. Plumb.

Linda Grau reported the U.S. Trustees Office has confirmed the adversarial action against Sandra Coffman scheduled to be heard on October 29, 2003 was dismissed. Ms. Coffman is willing to sign a conditional individual certification agreement.

A **motion** was made by Judge Roland J. Steinle and seconded by Nancy Swetnam to adopt the conditional individual certification agreement in the matter of Sandra Coffman and authorize Judge Roland J. Steinle to execute the document on behalf of the Board. Virlynn Tinnell Recused. Motion Passed. **LDP-03-211**

A **motion** was made by Margaret J. Kleinman and seconded by Judge Roland J. Steinle to grant Initial Individual Certification to Judy Plumb with the specific direction that in the future the Board expect the facts and full disclosure on all applications. Motion passed. **LDP-03-212**

Nancy Swetnam left the meeting.

Report Regarding Pending Complaints

Linda Grau reported the matter was included on the agenda for informational reasons. Per earlier discussions of the matter, a database has been developed to track and facilitate the processing of non-certificate holder complaints received by the Legal Document Preparer Program.

Call to the Public

There was no response.

Adjournment

A **motion** was made by Margaret J. Kleinman and seconded by Judge Roland J. Steinle adjourn. Motion passed. **LDP-03-213**

The meeting of the Board of Legal Document Preparers adjourned at 2:05 p.m.