# SUMMONS COMPLAINT (CITACION JUDICIAL)

FOR COURT USE ONLY (SOLO PARA USO DE LA CORTE)

NOTICE TO DEFENDANTS: (AVISO AL DEMANDADO):

SQUARE CAPITAL, LLC, a Delaware limited liability company; SQUARE, INC. d/b/a SQUARE CAPITAL OF CALIFORNIA, LLC, a Delaware corporation; and DOES 1-20, inclusive,

YOU ARE BEING SUED BY PLAINTIFF:

(LO ESTÁ DEMANDANDO EL DEMANDANTE):

MON ETHOS PRO CONSULTING, LLC, a Massachusetts limited liability company

NOTICE! You have been sued. The court may decide against you without your being heard unless you respond within 30 days. Read the information below.

You have 30 CALENDAR DAYS after this summons and legal papers are served on you to file a written response at this court and have a copy served on the plaintiff. A letter or phone call will not protect you. Your written response must be in proper legal form if you want the court to hear your case. There may be a court form that you can use for your response. You can find these court forms and more information at the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), your county law library, or the courthouse nearest you. If you cannot pay the filing fee, ask the court clerk for a fee waiver form. If you do not file your response on time, you may lose the case by default, and your wages, money, and property may be taken without further warning from the court.

There are other legal requirements. You may want to call an attorney right away. If you do not know an attorney, you may want to call an attorney referral service. If you cannot afford an attorney, you may be eligible for free legal services from a nonprofit legal services program. You can locate these nonprofit groups at the California Legal Services Web site (www.lawhelpcalifornia.org), the California Courts Online Self-Help Center (www.courtinfo.ca.gov/selfhelp), or by contacting your local court or county bar association. NOTE: The court has a statutory lien for waived fees and costs on any settlement or arbitration award of \$10,000 or more in a civil case. The court's lien must be paid before the court will dismiss the case. [AVISO! Lo han demandado. Si no responde dentro de 30 días, la corte puede decidir en su contra sin escuchar su versión. Lea la información a continuación.

Tiene 30 DÍAS DE CALENDARIO después de que le entreguen esta citación y papeles legales para presentar una respuesta por escrito en esta corte y hacer que se entregue una copia al demandante. Una carta o una llamada telefónica no lo protegen. Su respuesta por escrito tiene que estar en formato legal correcto si desea que procesen su caso en la corte. Es posible que haya un formulario que usted pueda usar para su respuesta. Puede encontrar estos formularios de la corte y más información en el Centro de Ayuda de las Cortes de California (www.sucorte.ca.gov), en la biblioteca de leyes de su condado o en la corte que le quede más cerca. Si no puede pagar la cuota de presentación, pida al secretario de la corte que le dé un formulario de exención de pago de cuotas. Si no presenta su respuesta a tiempo, puede perder el caso por incumplimiento y la corte le podrá quitar su sueldo, dinero y bienes sin más advertencia.

Hay otros requisitos legales. Es recomendable que llame a un abogado inmediatamente. Si no conoce a un abogado, puede llamar a un servicio de remisión a abogados. Si no puede pagar a un abogado, es posible que cumpla con los requisitos para obtener servicios legales gratuítos de un programa de servicios legales sin fines de lucro. Puede encontrar estos grupos sin fines de lucro en el sitio web de California Legal Services, (www.lawhelpcalifornia.org), en el Centro de Ayuda de las Cortes de California, (www.sucorte.ca.gov) o poniéndose en contacto con la corte o el colegio de abogados locales, AVISO: Por ley, la corte tiene derecho a reclamar las cuotas y los costos exentos por imponer un gravamen sobre cualquier recuperación de \$10,000 ó más de valor recibida mediante un acuerdo o una concesión de arbitraje en un caso de derecho civil. Tiene que pagar el gravamen de la corte antes de que la corte pueda desechar el caso.

The name and address of the court is:
(El nombre y dirección de la corte es):
SUPERIOR COURT OF THE STATE OF CALIFORNIA
COUNTY OF SAN FRANCISCO
CIVIC CENTER COURTHOUSE

CASE NUMBER: (Número del Gase): -20-584409

400 McAllister Street, San F	Francisco, CA 94102			
(El nombre, la dirección y el nú Tracy A. Warren (SBN: 228 Buchalter, A Professional C	none number of plaintiff's attorney, imero de teléfono del abogado de 013)   Brandon M. Carr (SBN: orporation 00, San Francisco, CA 94105;	l demandante, o del deman 280959) Tel: (415) 227-0900; Em	dante que no tiene abogado, e	,
DATE: (Fecha) MAY 11 2020	Clerk of the Court	Clerk, by (Secretario)	ANGELICA SUNGA	, Deputy (Adjunto)
(, , , , , , , , , , , , , , , , , , ,			N. Landing L. COLLOW	(Majarito)
	nmons, use Proof of Service of Su		00.0400	
(Para prueda de es	ta citatión use el formulario Proof	of Service of Summons, (P	OS-010)).	
[SEAC]	NOTICE TO THE PERSON SE	RVED: You are served		
	1. as an individual defend			(A)
	2. as the person sued un-	der the fictitious name of (s	pecify W	
300	3. • on behalf of (specify):			
135	under: CCP 416.10 (	narraration)	CCB 416 60 (minor)	<b>30 0</b>
10/10/10		•	CCP 416.60 (minor)	L
	· .	defunct corporation)	CCP 416.70 (conserva	
OF SAN FRA	other (specific	association or partnership)	CCP 416.90 (authorize	a person)

Page 1 of 1

other (specify):

by personal delivery on (date):

BUCHALTER A Professional Corporation TRACY A. WARREN (SBN: 228013) BRANDON M. CARR (SBN 280959) MICHAEL J. WORTH (SBN: 291817) 55 Second Street, Suite 1700 San Francisco, CA 94105-3493 Telephone: 415.227.0900 Email: twarren@buchalter.com

Attorneys for Plaintiff
MON ETHOS PRO CONSULTING, LLC

SUPERIOR COURT COUNTY OF SAN FRANCISCO

MAY 1 1 2020

CLERK OF THE COURT

ON THE COU

### SUPERIOR COURT OF THE STATE OF CALIFORNIA

#### **COUNTY OF SAN FRANCISCO**

#### UNLIMITED JURISDICTION

MON ETHOS PRO CONSULTING, LLC, a Massachusetts limited liability company,

#### Plaintiffs,

SQUARE CAPITAL, LLC, a Delaware limited liability company; SQUARE, INC. d/b/a SQUARE CAPITAL OF CALIFORNIA, LLC, a Delaware corporation; and DOES 1-20, inclusive.

#### Defendants.

CASE NO. CGC -20-584409

#### COMPLAINT FOR DAMAGES

- 1. Intentional Interference with Contractual Relations
- 2. Intentional Interference with Prospective Economic Relations
- 3. Negligent Interference with Prospective Economic Relations
- 4. Unfair Competition (Bus. & Prof. Code § 17200, et seq.)
- 5. Breach of Contract
- 6. Breach of Implied Covenant of Good Faith and Fair Dealing
- 7. Negligence
- 8. Conversion
- 9. Money Had and Received
- 10. Accounting
- 11. Declaratory Relief

BY FAX

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SAN FRANCISCO

Plaintiff Mon Ethos Pro Consulting, LLC ("Plaintiff" or "Mon Ethos") complains and alleges as follows:

#### INTRODUCTION

Plaintiff Mon Ethos seeks relief in law and equity, and compensatory and punitive damages, against defendants Square Capital, LLC and Square, Inc. d/b/a Square Capital of California, LLC, as merchant credit card processors, for their breaches of contract, and their fraudulent, grossly negligent, intentional, and unfair and deceptive actions, including, but not limited to, wrongfully withholding merchant payments due, owing, and rightfully belonging to Plaintiff.

#### COVID-19

2. The actions and misconduct of the defendants, and each of them, are particularly offensive as they are attempting to seize and hold thirty (30%) of all of Plaintiff's transactions, without Plaintiff's authorization, during a time when Plaintiff is suffering from the economic devastation caused by the worldwide shutdown due to the coronavirus ("COVID-19") crisis.

# PARTIES, JURISDICTION, AND VENUE

- 3. Plaintiff Mon Ethos is a limited liability company organized under the laws of the Commonwealth of Massachusetts, with its principal place of business at 63 Shawmut Avenue, Winthrop, Massachusetts 02152, with offices at 999 Broadway, Suite 300, Saugus, Massachusetts 01906 and St. Thomas, United States Virgin Islands.
- 4. Plaintiff is informed and believes, and on that basis alleges that at all times herein mentioned, defendant Square Capital, LLC is a limited liability company organized under the laws of the State of Delaware, with its principal place of business at 1455 Market Street, San Francisco, California 94103. Plaintiff is further informed and believes, and on that basis alleges that Square Capital, LLC is registered and authorized to conduct business in California, and regularly transacts business, solicits business, and engages in other persistent courses of conduct in California.
- 5. Plaintiff is informed and believes, and on that basis alleges that at all times herein mentioned, defendant Square, Inc. d/b/a Square Capital of California, LLC is a corporation organized under the laws of the State of Delaware, with its principal place of business at 1455

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Market Street, San Francisco, California 94103. Plaintiff is further informed and believes, and on that basis alleges that Square, Inc. d/b/a Square Capital of California, LLC is registered and authorized to conduct business in California, and regularly transacts business, solicits business, and engages in other persistent courses of conduct in California.

- 6. The obligations of the agreements that form the basis of this action were incurred and to be performed in the County of San Francisco, California. Furthermore, the tortious activities described herein occurred in, and the effects were felt in, the County of San Francisco, California. Accordingly, this Court has specific jurisdiction over the parties and this Court is the proper venue for this litigation.
- 7. There is a substantial likelihood of an award for Plaintiff in excess of Twenty-Five Thousand (\$25,000.00) dollars.
- 8. The true names and capacities, whether corporate, associate, individual, or otherwise, of defendants named herein as DOES 1-20, inclusive, are unknown to Plaintiff, who will therefore sue said defendants and DOES 1-20, inclusive, by such fictitious names pursuant to *Code of Civil Procedure* Section 474. Plaintiff is informed and believes and, based upon such information and belief, alleges that each individual of defendants designated as a DOE is legally responsible in some manner for the events and happenings hereto to which reference is made hereinafter. Plaintiff will seek leave of Court to amend this Complaint to show the true names and capacities of the individuals designated as DOES when the same have been ascertained.
- 9. Plaintiff is informed and believes, and based thereon alleges, that at all times mentioned herein, each defendant named in the caption of this Complaint, which is incorporated herein by this reference, was and is the agent, affiliate, servant and employee of each of the other defendants, and all of the things alleged to have been done by said defendants were done in the capacity of and as the agent of the other defendants. Square Capital, LLC, Square, Inc. d/b/a Square Capital of California, LLC, and DOES 1-20 shall be collectively referred to herein as "Defendants" or "Square."

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4 FROSESSIONAL CONFOCATION

SAN FRANCISCO

#### **GENERAL ALLEGATIONS**

- 10. Plaintiff Mon Ethos is a professional management services company that promotes and hosts events throughout the year for professional athletes and bodybuilders, among other things.
- 11. Mon Ethos has contracted with the Encore Hotel and Casino in Everett, Massachusetts to host the <u>Boston Pro Show</u><sup>TM pending</sup> in June 2020. Due to COVID-19 concerns, that event will now be held in November 2020. This show is heavily funded by sponsors and advertisers and Plaintiff has invested hundreds of thousands of dollars in its production. It is expected to be a premier bodybuilder competition and Plaintiff is one of the few organizations sanctioned by the International Federation of Bodybuilders, a requirement to host such a production.
- 12. Square is an online payment processor that provides payment processing for companies and organizations such as Plaintiff. In other words, Square is a payment gateway that facilitates payment transactions online using various digital platforms. It is the first step in the transaction process when a customer submits a transaction online. The transaction is processed through the payment gateway and is then processed by the payment processor, after which, upon approval, it makes its way into the merchant account. Merchant accounts reconcile the funds on successful transactions. All approved payments are paid through the merchant account. It is the last stop before receiving funds into the Square subscriber's normal business bank accounts.
  - 13. Plaintiff contracted with the Defendants to process payments.
- 14. On or about April 23, 2020, without justification or Plaintiff's authorization, Defendants notified Plaintiff that Defendants unilaterally instituted a 120-day hold on thirty percent (30%) of all transactions processed for Plaintiff. A copy of Square's Notice of Reserve is attached as Exhibit A.
- 15. Between June of 2019 and April of 2020, Plaintiff generated \$67,485.80 through Square, of which the Defendants received \$2,062.25 in fees.
- 16. There have been no disputed payments or chargebacks generated through Plaintiff's transactions processed by Defendants.

17.	Substantially	all of Mon	Ethos'	business	transactions	are	conducted	online	and
electronically,	many using S	quare.							

- 18. It is anticipated that Plaintiff will generate hundreds of thousands of dollars in the upcoming months through Square.
- 19. Plaintiff's electronic payment systems are designed around, and rely on, Square's payment processing system.
- 20. Plaintiff is unable to expend the funds and resources necessary to redesign its technology and payment processing systems to accept alternative payment processors.
- 21. Plaintiff received distribution and funding under the United States Coronavirus Aid, Relief and Economic Security Act ("CARES Act") to support its payroll, rent, mortgage interest, and utilities expenses.
- 22. Diverting funds to redesign Plaintiff's electronic systems and/or to accommodate for the seizure and 120-day hold of its funds by Defendants will require Plaintiff to divert significant sums of money earmarked for payroll, rent, mortgage interest, or utilities expenses, which will then disqualify Plaintiff for forgiveness of the distribution pursuant to the provisions of the federal economic stimulus bill.
- 23. Defendants assured Mon Ethos that they had the capacity to handle such a high rate of transactions over such a potentially short time, and that there would be no problems with processing and transferring the funds due and owing to Plaintiff.
- 24. Defendants' actions were arbitrary, unjustified, wrongful, unlawful, deceptive, and in bad faith.
- 25. Multiple credit card databases exist that operate to effectively "black list" a merchant from obtaining merchant credit card processing services, including "MATCH," "Member Alert to Control High Risk," and other terminated merchant files ("TMFs").
- 26. A standard and common industry practice after negative action on a new merchant credit card processing account is to report that account to MATCH and/or to all other TMFs.

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- 27. In the event that Defendants report Plaintiff to MATCH and/or any other TMFs, Plaintiff would suffer a global bar to access merchant credit card processing, which would shut down Mon Ethos' operations.
- 28. Because of Defendants' pattern of misconduct and retaliation, Plaintiff faces a material, legitimate risk that Defendants will engage in further retaliation efforts and improper actions to cover their misconduct and cause Plaintiff severe injury.
- 29. To date, Defendants have not agreed to release the funds that belong to Plaintiff which remain in Square's possession, custody and control.

#### FIRST CAUSE OF ACTION

# **Intentional Interference with Contractual Relations**

## (Against All Defendants and DOES 1-20)

- 30. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 29 of this Complaint.
- 31. Plaintiff entered into multiple, enforceable contracts with Encore Hotel and Casino, sponsors, talent, vendors, support personnel, and others to produce and promote the <u>Boston Pro Show</u><sup>TM pending</sup> at the Encore Hotel and Casino in Everett, Massachusetts.
- 32. By virtue of Defendants' business relationship with Plaintiff and through Plaintiff's notoriety as a prominent professional management services company that promotes and hosts events, including the <u>Boston Pro Show</u><sup>TM pending</sup>, Defendants knew of these contracts, and other obligations of an ongoing concern, as well as the sensitive nature of the contractual relationships, and Plaintiff's obligation to abide by the terms and conditions of payment under these contracts.
- 33. By and through their actions, Defendants' intended to disrupt the performance of these contracts or knew that disruption of performance was substantially certain to occur. Specifically, Defendants' intentional, unjustified and unlawful seizure of 30% of the transaction payments belonging to Plaintiff for 120 days constitutes a material and direct interference with advantageous business and contractual relationships of and with Mon Ethos.

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- 34. Defendants' conduct has and will materially interfere with the contractual relationships between Plaintiff and third parties, or has made Plaintiff's performance of these contracts more expensive or difficult.
- 35. Defendants' conduct has created a substantial and immediate threat to Mon Ethos of failure, dissolution, bankruptcy, and civil litigation, as well as potential criminal actions.
- 36. These contractual relationships were necessary to generate millions of dollars of revenue for Plaintiff, and would provide a basis for obtaining additional, similar relationships for other events.
- 37. Defendants' intentional seizure and withholding of Mon Ethos' funds will further interfere with Plaintiff's ability to distribute funding under the CARES Act, as it will compel Plaintiff to use money earmarked for payroll and allowable expenditures to meet its obligations. This would then disqualify Mon Ethos from forgiveness of the distribution and compel Mon Ethos to pay back the funds distributed under the CARES Act.
- 38. As a direct and proximate result of Defendants' intentional conduct, Mon Ethos has suffered, continues to suffer, and will suffer substantial and severe irreparable harm.
- 39. Accordingly, Mon Ethos demands immediate injunctive relief compelling Square to immediately release all seized funds belonging to Plaintiff, transfer those funds into Plaintiff's merchant account, and cease and desist from engaging in any further withholding of any of Plaintiff's funds.
- 40. Defendants' actions constitute despicable conduct, which Defendants carried out with a willful or conscious disregard of Plaintiff's rights. Thus, Defendants' acted with oppression, fraud, or malice, entitling Plaintiff to recover punitive and exemplary damages against Defendants in an amount to be proven at trial.

#### SECOND CAUSE OF ACTION

# Intentional Interference with Prospective Economic Relations (Against All Defendants and DOES 1-20)

Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 40 of this Complaint.

- 42. At all times relevant to the allegations in this Complaint, multiple economic relationships existed between Plaintiff and its customers, including, but not limited to, Encore Hotel and Casino, sponsors, talent, vendors, support personnel, and others to produce and promote the Boston Pro Show<sup>TM</sup> pending at the Encore Hotel and Casino in Everett, Massachusetts, the relationships of which contained the probability of future economic benefits to Plaintiff.
- 43. Defendants knew of the economic relationships between Plaintiff and its customers, and knew that by engaging in their wrongful conduct that disruption of Plaintiff's economic relations with its customers was certain or substantially certain to occur.
- 44. Defendants intentionally engaged in wrongful conduct as alleged above that interfered with Plaintiff's business relationships with Plaintiff's customers.
- 45. As a direct and proximate result of Defendants' acts and omissions, the business relationships between Plaintiff and its customers have been disrupted and Plaintiff has suffered and continues to suffer injury, has expended money and resources as result thereof, and has lost business and goodwill, all in an amount to be proven at trial.
- 46. Defendants' actions constitute despicable conduct, which Defendants carried out with a willful or conscious disregard of Plaintiff's rights. Thus, Defendants' acted with oppression, fraud, or malice, entitling Plaintiff to recover punitive and exemplary damages against Defendants in an amount to be proven at trial.

# THIRD CAUSE OF ACTION

# Negligent Interference with Prospective Economic Relations (Against All Defendants and DOES 1-20)

- 47. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 46 of this Complaint.
- 48. At all times relevant to the allegations in this Complaint, multiple economic relationships existed between Plaintiff and its customers, including, but not limited to, Encore Hotel and Casino, sponsors, talent, vendors, support personnel, and others to produce and promote the Boston Pro Show<sup>TM</sup> pending at the Encore Hotel and Casino in Everett, Massachusetts, the relationships of which contained the probability of future economic benefits to Plaintiff.

- 49. Defendants knew or should have known of the economic relationships between Plaintiff and its customers, and knew or should have known that these relationships would be disrupted if Defendants failed to act with reasonable care.
- 50. Defendants failed to act with reasonable care and engaged in wrongful conduct as alleged above that interfered with Plaintiff's business relationships with Plaintiff's customers.
- 51. As a direct and proximate result of Defendants' acts and omissions, the business relationships between Plaintiff and its customers have been disrupted and Plaintiff has suffered and continues to suffer injury, has expended money and resources as result thereof, and has lost business and goodwill, all in an amount to be proven at trial.

#### FOURTH CAUSE OF ACTION

# Unfair Competition (Bus. & Prof. Code § 17200, et seq.)

# (Against All Defendants and DOES 1-20)

- 52. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 51 of this Complaint.
- 53. Under California Business and Professions Code, Section 17200, et seq. (the Unfair Practices Act, hereinafter the "Act") prohibits any unlawful, unfair, deceptive or fraudulent business practices or acts, which are deemed to be unfair competition. The Act authorizes injunctive relief to prevent such conduct and/or restitution of money or property wrongfully obtained by means of such unfair competition.
- 54. At all times relevant to the allegations in this Complaint, Defendants engaged in unlawful, unfair, deceptive and fraudulent conduct as described above in violation of the Act, in ways that include, but are not limited to:
- a. Interfering with Plaintiff's contracts and economic relations by wrongfully withholding funds due and owing to Plaintiff;
- b. Depriving Plaintiff from accessing and using funds that belong to Plaintiff so as to prevent Plaintiff operating and satisfying certain expenses; and
- c. Attempting to take advantage of the COVID-19 pandemic, and the nationwide economic downturn associated with it, to cause unjustified harm to Plaintiff while

allowing Defendants to have the advantage of withholding, keeping, and profiting off of 30% of Plaintiff's transactions during this challenging time.

- 55. Plaintiff has standing to pursue claims under the Act, as it has suffered injuries in fact and irreparable harm as a direct, proximate, and substantial result of Defendants' violations of the Act.
- 56. Plaintiff is entitled to restitution of the funds Defendants have wrongfully withheld from Plaintiff as well as attorneys' fees.

#### FIFTH CAUSE OF ACTION

#### **Breach of Contract**

#### (Against All Defendants and DOES 1-20)

- 57. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 56 of this Complaint.
- 58. Defendants entered into an enforceable contract with Plaintiff, whereby Defendants agreed to provide Plaintiff with merchant credit card processing services, and Plaintiff agreed to pay Defendants for the provision of those services.
- 59. Pursuant to the parties' agreement, and in connection with the merchant credit card processing services provided by Defendants, Defendants are required to remit to Plaintiff the proceeds from Plaintiff's business transactions with Plaintiff's merchants. Defendants have assured Plaintiff that Defendants would process the transactions and would transfer sales money to Plaintiff without issue.
- 60. Plaintiff has fully performed all conditions, covenants and promises required of Plaintiff to be performed in accordance with the terms and conditions of the parties' agreement, except for those conditions, covenants, and promises that Plaintiff was excused from performing due to Defendants' breaches.
- 61. Defendants have materially breached the agreement with Plaintiff by withholding funds due and owing to Plaintiff. To date, Defendants have failed and refused, and continue to fail and refuse, to remit to Plaintiff at least 30% of Plaintiff's funds from Plaintiff's transactions through Square. Defendants have withheld at least 30% of Plaintiff's funds based on an arbitrary, unilateral

and unauthorized 120-day hold. Said breaches are the proximate and legal cause of the damages sustained by Plaintiff.

As a direct and proximate result of the breaches of the agreement by Defendants as alleged herein, Plaintiff has suffered and will continue to suffer damages in a sum as yet fully determined, but not less than the jurisdictional minimum, plus interest accruing at the legal rate. On this basis, Plaintiff is entitled to breach of contract damages, including consequential and incidental damages, for any and all losses, sums, costs and expenditures attendant to Defendants' failure to comply with the agreement—specifically, by failing to remit to Plaintiff funds in Square's possession, custody and control that belong to Plaintiff.

## SIXTH CAUSE OF ACTION

# Breach of Implied Covenant of Good Faith and Fair Dealing (Against All Defendants and DOES 1-20)

- 63. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 62 of this Complaint.
- 64. In California, in every contract there exists an implied covenant of good faith and fair dealing which requires the parties to the contract to refrain from acts and omissions which may foreseeably and unfairly deprive a party of the benefits of the bargain.
- 65. Plaintiff and Defendants had in effect, at all times relevant to the allegations in this Complaint, an agreement, whereby Defendants agreed to provide Plaintiff with merchant credit card processing services, and Plaintiff agreed to pay Defendants for the provision of those services.
- 66. Plaintiff has fully performed all conditions, covenants and promises required of Plaintiff to be performed in accordance with the terms and conditions of the parties' agreement, except for those conditions, covenants, and promises that Plaintiff was excused from performing due to Defendants' breaches.
- 67. Defendants have unfairly interfered with Plaintiff's right to receive the benefits of the agreement in ways including, but not limited to, unilaterally withholding 30% of Plaintiff's transaction funds due and owing to Plaintiff, unfairly and deceptively taking advantage of the current COVID-19 crisis to keep funds belonging to Plaintiff for Defendants' use and financial

benefit, and interfering with Plaintiff's contracts and economic relations.

- Defendants were aware of the potential for a large amount of transactions for Plaintiff's benefit occurring over a very short period of time. Square owed a duty to Plaintiff to provide Plaintiff with merchant credit card payment processing services, and Plaintiff relied on and expected Defendants to provide those services to continue its business operations. But Defendants used their position and leverage in bad faith, as the gatekeeper of Plaintiff's funds, to arbitrarily withhold Plaintiff's funds and unfairly deprive Plaintiff from receiving the benefits of the parties' agreement.
- 69. As a direct and proximate cause of Defendants' wrongful conduct and omissions, Plaintiff has been damaged, and will continue to be damaged, in an amount in excess of the jurisdictional minimum, to be proven at trial.

#### SEVENTH CAUSE OF ACTION

## Negligence

# (Against All Defendants and DOES 1-20)

- 70. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 69 of this Complaint.
- 71. At all times relevant to the allegations in this Complaint, Defendants owed a duty to Plaintiff to exercise reasonable care and provide Plaintiff with merchant credit card payment processing services. The duty of care that Defendants owed Plaintiff includes a duty to refrain from withholding the payment processing services or Plaintiff's payments, so to avoid damaging Plaintiff's finances, reputation, goodwill, and ability to obtain future clients and grow its business.
- 72. Defendants were aware of the potential for a large amount of transactions for Plaintiff occurring over a very short time. Defendants knew or should have known that Plaintiff reasonably relied on the provision of payment processing services through Square for Plaintiff's business with Encore Hotel and Casino, sponsors, talent, vendors, support personnel, and others relating to Plaintiff's production and promotion of the <u>Boston Pro Show</u><sup>TM pending</sup> at the Encore Hotel and Casino in Everett, Massachusetts.

- 73. Defendants breached their duty of care by negligently, carelessly, and wrongfully failing to use reasonable care in ways including, but not limited to, failing and refusing to timely remit to Plaintiff all of Plaintiff's funds in Defendants' possession, custody, and control.
- 74. As a direct and proximate result of Defendants' conduct, Plaintiff has sustained damages in an amount not less than the jurisdictional minimum, to be proven at trial.

# EIGHTH CAUSE OF ACTION

#### Conversion

# (Against All Defendants and DOES 1-20)

- 75. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 74 of this Complaint.
- 76. At all times relevant to allegations in this Complaint, Plaintiff was, and still is, the owner of the funds on which Defendants have put a "hold" without Plaintiff's consent. Said funds represent at least 30% of Plaintiff's transaction funds through Square, which are currently in Defendants' possession, custody, and control, and have been misappropriated by Defendant. Plaintiff was, and still is, entitled to possession of the funds and Defendants had a duty to turn over the funds to Plaintiff.
- 77. As of the time of filing this Complaint, Plaintiff is informed and believes, and on that basis alleges that the converted property described above had a value in excess of the jurisdictional minimum, plus interest at the legal rate.
- 78. Defendant has unlawfully taken Plaintiff's funds, prevented Plaintiff from accessing them, and refused to return them to Plaintiff, as described above, notwithstanding Plaintiff's demand that they be returned to Plaintiff. Defendants have converted Plaintiffs' funds to Defendants' own use.
- 79. As a proximate result of Defendants' conversion, Plaintiff has suffered damages, including, but not limited to, loss of the use and benefit of the funds, disrupted contracts and economic relations, impairment of its business operations, as well as attorneys' fees and court costs, which are the natural, reasonable and proximate results of the conversion, all to Plaintiff's damages.

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	80.	Between	the	time	of	Defendants'	con	versio	n of	the	conve	rted	prope	rty	to
Defend	ants' o	wn use and	d the	filing	of th	is action, Pla	intiff	has ex	kpenc	led sig	gnifica	nt tin	ne, resc	urce	es
and mo	oney, a	ınd has in	curre	d exp	ense	s including	legal	fees	and	court	costs,	in p	ursuit	of t	he
convert	ed pro	perty, all t	o Pla	intiff':	s dar	nages.									

81. Defendants' acts alleged above were willful, wanton, malicious, and oppressive, and were undertaken with the intent to defraud Plaintiff. Therefore, Defendants' conduct justifies an award of exemplary and punitive damages for Plaintiff.

# NINTH CAUSE OF ACTION

# Money Had and Received

# (Against All Defendants and DOES 1-20)

- 82. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 81 of this Complaint.
- 83. Within the last two years, in San Francisco, California, Defendants have become indebted to Plaintiff for a sum, in the amount of 30% of Plaintiff's transaction funds processed through Square for money had and received by Defendants for the use and benefit of Plaintiff.
- 84. The above referenced sum has not been paid, although demand therefore has been made to Defendants by Plaintiff.
- 85. No payment has been made by Defendants to Plaintiff, and there is now due, owing and unpaid from Defendants to Plaintiff the sum of not less than \$125,000, together with interest at the legal rate from the date on which said indebtedness became due.

#### TENTH CAUSE OF ACTION

#### Accounting

#### (Against All Defendants and DOES 1-20)

- 86. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 85 of this Complaint.
- 87. Defendants entered into an enforceable contract with Plaintiff, whereby Defendants agreed to provide Plaintiff with merchant credit card processing services, and Plaintiff agreed to pay Defendants for the provision of those services, as set forth more fully above. Defendants'

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obligations pursuant to the agreement included the duty to care for and protect in all particulars Plaintiff's financial interests and funds in connection with the services Defendants agreed to provide Plaintiff, to provide periodic statements of account of all moneys due and owing to Plaintiff, and to pay over to Plaintiff all moneys received.

- 88. In the course of Defendants' provision of payment processing services to Plaintiff, Defendants have received money which is due to Plaintiff.
- 89. Defendants have complete control of the documents and information regarding the financial records, account ledgers, merchant transactions, payment histories, receipts and related documents, and thus, the complete account of the Plaintiff's funds due and owing from Defendants.
- 90. An accurate and complete accounting of the payments made through Square that belong to Plaintiff can only be fully determined by the documents and information in Defendants' possession, and by a detailed and itemized accounting.
- 91. The full and complete amount of money due from Defendants to Plaintiff is unknown and cannot be ascertained without an account of the financial records, account ledgers, merchant transactions, payment histories, receipts and related documents. Plaintiff believes and thereon alleges that it is owed funds from Defendants in an amount in excess of \$125,000.
- 92. Plaintiff has demanded that Defendants account for the above referenced information to which Plaintiff is entitled, and pay the outstanding amount due to Plaintiff. However, Defendants have refused or ignored, and continue to refuse and ignore, Plaintiff's requests for an accounting from Defendants with all of the documents and information required for a complete accounting, and have refused to pay Plaintiff.

#### **ELEVENTH CAUSE OF ACTION**

#### **Declaratory Relief**

#### (Against All Defendants and DOES 1-20)

- 93. Plaintiff hereby incorporates by reference, as though fully set forth in full herein, paragraphs 1 through 92 of this Complaint.
- 94. The agreement, as described herein, existed as a contract at all times relevant to the allegations of this Complaint between Plaintiff on the one hand, and Defendants on the other hand.

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95. An actual con	roversy exists between Plaintiff and Defendants concerning their
respective rights and duties p	arsuant to the terms of said contract because Plaintiff contends that
Defendants are obligated to pe	rform under the agreement and remit to Plaintiff all funds that belong
to Plaintiff in Defendants' pos	session, custody and control, whereas Defendants contend otherwise

96. Plaintiff desires a judicial determination of the rights and duties of the parties with respect to Plaintiff's funds in Defendants' possession, custody and control, as well as a declaration of the rights and duties of the respective parties with respect to this controversy. In making this judicial determination, the Court must interpret the parties' agreement as a matter of law.

## PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays for relief as follows:

## ON THE FIRST AND SECOND CAUSES OF ACTION

- 1. For damages according to proof at the time of trial or entry of judgment, plus interest at the legal rate until judgment is entered;
- For an order requiring Defendants to show cause, if any they have, why they should not be
  enjoined pursuant to the injunctive relief set forth below, during the pendency of this action;
  and
- 3. For punitive and exemplary damages.

### ON THE THIRD, FIFTH, SIXTH, SEVENTH AND NINTH CAUSES OF ACTION

1. For damages according to proof at the time of trial or entry of judgment, plus interest at the legal rate until judgment is entered.

#### ON THE FOURTH CAUSE OF ACTION

- For restitution of all funds acquired by Defendants that belong to Plaintiff, and disgorgement of all profits Defendants' obtained by Defendants' unlawful, unfair, and fraudulent business practices; and
- 2. For an order requiring Defendants to show cause, if any they have, why they should not be enjoined pursuant to the injunctive relief set forth below, during the pendency of this action.

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# ON THE EIGHTH CAUSE OF ACTION

- 1. For damages according to proof at trial, plus interest at the legal rate until judgment is entered;
- 2. For restitution in amounts to be proven at trial; and
- 3. For punitive and exemplary damages.

# ON THE TENTH CAUSE OF ACTION

1. That Defendants be required to provide Plaintiff a written accounting to account to Plaintiff for all sums of money withheld or misappropriated from Plaintiff, all interest and profits derived from the investment of such money, and all assets purchased therewith.

# ON THE ELEVENTH CAUSE OF ACTION

 For a judicial determination that Defendants are obligated to pay to Plaintiff all funds in Defendants' possession, custody, and control that Defendants have received for the use and benefit of Plaintiff.

# ON ALL CAUSES OF ACTION

1. For a temporary restraining order, a preliminary injunction, and a permanent injunction: (i) compelling Defendants to immediately release the seized funds into Plaintiff's merchant account for Plaintiff to access and withdraw without restrictions, (ii) enjoining Defendants, its officers, employees, partners, associates, agents, successors, assigns, or any persons acting on Defendants' behalf from further withholding from Plaintiff any of Plaintiff's payments or funds processed through Square that belong to Plaintiff, or otherwise interfering with Plaintiff's ability to access any amount of the funds that belong to Plaintiff in Defendants' possession, custody or control, other than any fees due and payable from Plaintiff to Defendants, (iii) prohibiting Defendants its officers, employees, partners, associates, agents, successors, assigns, or any persons acting on Defendants' behalf from reporting Plaintiff to MATCH or any other TMF reporting agency for any reason, including, but not limited to, as a failed or terminated merchant credit card account or an account 'suspected of fraudulent activity, or otherwise take any steps that could result in Plaintiff being "black listed" within the industry or being barred from obtaining merchant credit card

# EXHIBIT A

From: Square Account Services < noreply@help-messaging.squareup.com>

Date: April 23, 2020 at 1:31:29 PM AST

To: david@monethos.com

Subject: Reserve applied on your account



Hi David,

We realize this is a challenging time for many business owners, and we remain committed to supporting you.

Like other payment processors, we periodically review your sales to assess the risk of payment disputes. In a recent review of your account, we determined that we have to hold a portion of your transfer in a reserve balance. As of today, 30% of each transaction on your Square account will be stored in your reserve balance, and it will be released 120 after the original transaction date.

#### What is the function of a reserve?

This reserve is a percentage of your processing volume that is set aside for a specific period of time to protect you and Square from unexpected loss events.

#### How do we make this decision?

We apply a reserve based on several different factors, including but not limited to:

- Goods or services that may be more prone to receiving payment disputes
- · Length of time you've been processing payments with Square

Business documents we may have on file

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#### How does this affect my business?

This does not affect your ability to accept payments in any way. Your reserve balance exists as added protection in the event you receive a payment dispute from a customer and there aren't enough funds in your linked bank account and available Square balance. That's when the reserve balance is there to help.

#### Where can I learn more?

You can find more information along with the current balance of your reserve in your Reserve Report.

#### Can my reserve change at any point?

We'll keep an eye on your account and conduct periodic reviews to determine if your reserve should be modified or removed entirely. Of course, we will always notify you of any changes. And you can also find more detail in our Terms of Service.

Sincerely,

Square Account Services

© 2020 SQUARE, INC. 1455 MARKET STREET, SUITE 600, SAN FRANCISCO, CA 94103



ATTORNEY OR PARTY WITHOUT ATTORNEY (Name, State Bar no Tracy A. Warren (SBN: 228013)   Brand Buchalter, A Professional Corporation	unber, and eddress): Ion M. Carr (SBN: 280959)	FOR COURT USE ONLY
55 Second Street, Suite 1700		
San Francisco, CA 94105		
TELEPHONE NO.: (415) 227-0900	FAX NO.: (415) 227-0770	
ATTORNEY FOR (Name): Plaintiff, Most Ethos Pro	Consulting, LLC	SUPERIOR COURT COUNTY OF SAN FRANCISCO
SUPERIOR COURT OF CALIFORNIA, COUNTY OF SAN		OCCIVITO CANTITATIONS
STREET ADDRESS: 400 McAllister Street		MAY 1 1 2020
MAILING ADDRESS: 400 McAllister Street		
CITY AND ZIP CODE: San Francisco, CA 9410	02-4515	CLERK OF THE COURT
BRANCH NAME: Civic Center Courthouse		BY: Amoulan-
CASE NAME: Mon Ethos Pro Consulting, L	LC v. Square Capital, LLC, et al.	ANGELICA SUNGA Deputy Clerk
		•, -
CIVIL CASE COVER SHEET	Complex Case Designation	CGC -20-584409
☑ Unlimited ☐ Limited	Counter Joinder	000 EU 204407
demanded demanded is	Filed with first appearance by defenda	nt JUDGE:
exceeds \$25,000) \$25,000 or less)	(Cal. Rules of Court, rule 3.402)	DEPT:
	elow must be completed (see instructions	on page 2).
1. Check one box below for the case type that		
Auto Tort	Contract Pr	ovisionally Complex Civil Litigation
Auto (22)	Dreach of confidentivality (00)	al. Rules of Court, rules 3.400–3.403)
Uninsured motorist (46)	Rule 3.740 collections (09)	Antitrust/Trade regulation (03)
Other PI/PD/WD (Personal Injury/Property	Other collections (09)	Construction defect (10)
Damage/Wrongful Death) Tort Asbestos (04)	Insurance coverage (18)	Mass tort (40)
Product liability (24)	Other contract (37)	Securities litigation (28) Environmental/Toxic tort (30)
Medical malpractice (45)	Real Property	Insurance coverage claims arising from the
Other PI/PD/WD (23)	Eminent domain/Inverse Condemnation (14)	above listed provisionally complex case
Non-PI/PD/WD (Other) Tort	Wronaful eviction (33)	types (41)
Business tort/unfair business practice (07)		nforcement of Judgment
Civil rights (08)	Unlawful Detainer	Enforcement of judgment (20)
Defamation (13)	Commercial (31)	scellaneous Civil Complaint
Fraud (16)	Residential (32)	RICO (27)
Intellectual property (19)	☐ Drugs (38) ☐	Other complaint (not specified above) (42) scellaneous Civil Petition
Professional negligence (25)	Judicial Neview	Partnership and corporate governance (21)
Other non-PI/PD/WD tort (35)	Asset forfeiture (05)	Other petition (not specified above) (43)
Employment	Petition re: arbitration award (11)	1 Onles pennon (not opcomed doors) (40)
Wrongful termination (36)	Writ of mandate (02) Other judicial review (39)	,
Other employment (15)		
<ol> <li>This case ☐ is ☐ is not complex factors requiring exceptional judicial management.</li> </ol>		s of Court. If the case is complex, mark the
a. Large number of separately repres		of witnesses
b. Extensive motion practice raising		th related actions pending in one or more courts
issues that will be time-consuming		s, states, or countries, or in a federal court
c. Substantial amount of documenta		tjudgment judicial supervision
3. Remedies sought (check all that apply): a	·	<u> </u>
4. Number of causes of action (specify): 11	**************************************	, ,
5. This case is is is not a class a	ction suit	
6. If there are any known related cases, file at		ny use form CM-015
Date: May 8, 2020		De Norm
Tracy A. Warren	<u> </u>	NATURE OF BARTY OF ATTORNEY FOR BARTY
(TYPE OR PRINT NAME)		NATURE OF PARTY OR ATTORNEY FOR PARTY)
. District manage fits data and the control of	NOTICE	(avenue ampli eleipte enne en en en eleipte
<ul> <li>Plaintiff must file this cover sheet with the f under the Probate Code, Family Code, or \ in sanctions.</li> </ul>		(except small claims cases or cases filed s of Court, rule 3.220.) Failure to file may result
• File this cover sheet in addition to any cover	er sheet required by local court rule.	
<ul> <li>If this case is complex under rule 3.400 et other parties to the action or proceeding.</li> </ul>	seq. of the California Rules of Court, you i	,
Unless this is a collections case under rule	3.740 or a complex case, this cover shee	t will be used for statistical purposes only.

#### INSTRUCTIONS ON HOW TO COMPLETE THE COVER SHEET

To Plaintiffs and Others Filing First Papers. If you are filing a first paper (for example, a complaint) in a civil case, you must complete and file, along with your first paper, the Civil Case Cover Sheet contained on page 1. This information will be used to compile statistics about the types and numbers of cases filed. You must complete items 1 through 6 on the sheet. In item 1, you must check one box for the case type that best describes the case. If the case fits both a general and a more specific type of case listed in item 1, check the more specific one. If the case has multiple causes of action, check the box that best indicates the primary cause of action. To assist you in completing the sheet, examples of the cases that belong under each case type in item 1 are provided below. A cover sheet must be filed only with your initial paper. Failure to file a cover sheet with the first paper filed in a civil case may subject a party, its counsel, or both to sanctions under rules 2.30 and 3.220 of the California Rules of Court.

To Parties in Rule 3.740 Collections Cases. A "collections case" under rule 3.740 is defined as an action for recovery of money owed in a sum stated to be certain that is not more than \$25,000, exclusive of interest and attorney's fees, arising from a transaction in which property, services, or money was acquired on credit. A collections case does not include an action seeking the following: (1) tort damages, (2) punitive damages, (3) recovery of real property, (4) recovery of personal property, or (5) a prejudgment writ of attachment. The identification of a case as a rule 3.740 collections case on this form means that it will be exempt from the general time-for-service requirements and case management rules, unless a defendant files a responsive pleading. A rule 3,740 collections case will be subject to the requirements for service and obtaining a judgment in rule 3.740.

To Parties in Complex Cases. In complex cases only, parties must also use the Civil Case Cover Sheet to designate whether the case is complex. If a plaintiff believes the case is complex under rule 3.400 of the California Rules of Court, this must be indicated by completing the appropriate boxes in items 1 and 2. If a plaintiff designates a case as complex, the cover sheet must be served with the complaint on all parties to the action. A defendant may file and serve no later than the time of its first appearance a joinder in the plaintiff's designation, a counter-designation that the case is not complex, or, if the plaintiff has made no designation, a designation that the case is complex.

# Auto (22)-Personal Injury/Property Damage/Wrongful Death Uninsured Motorist (46) (if the

case involves an uninsured motorist claim subject to arbitration, check this item instead of Auto)

Other PI/PD/WD (Personal Injury/ Property Damage/Wrongful Death)

Asbestos (04)

**Auto Tort** 

Asbestos Property Damage Asbestos Personal Injury/ Wrongful Death

Product Liability (not asbestos or toxic/environmental) (24)

Medical Malpractice (45) Medical Malpractice-

Physicians & Surgeons

Other Professional Health Care Malpractice

Other PI/PD/WD (23)

Premises Liability (e.g., slip

and fall)

Intentional Bodily Injury/PD/WD

(e.g., assault, vandalism) Intentional Infliction of

**Emotional Distress** 

Negligent Infliction of **Emotional Distress** 

Other PI/PD/WD

Non-PI/PD/WD (Other) Tort

Business Tort/Unfair Business

Practice (07)

Civil Rights (e.g., discrimination,

false arrest) (not civil harassmenti (08)

Defamation (e.g., slander, libel)

(13)

Fraud (16)

Intellectual Property (19)

Professional Negligence (25)

Legal Malpractice

Other Professional Malpractice (not medical or legal)

Other Non-PI/PD/WD Tort (35)

Employment

Wrongful Termination (36) Other

Employment (15)

#### CASE TYPES AND EXAMPLES

Contract Breach of Contract/Warranty (06)

Breach of Rental/Lease

Contract (not unlawful detainer

or wronaful eviction) Contract/Warranty Breach-Seller

Plaintiff (not fraud or negligence) Negligent Breach of Contract/

Warranty

Other Breach of Contract/Warranty

Collections (e.g., money owed, open

book accounts) (09)

Collection Case-Seller Plaintiff Other Promissory Note/Collections

Case

Insurance Coverage (not provisionally

complex) (18) Auto Subrogation

Other Coverage

Other Contract (37)

Contractual Fraud

Other Contract Dispute

Real Property

Eminent Domain/Inverse

Condemnation (14)

Wrongful Eviction (33)

Other Real Property (e.g., quiet title) (26)

Writ of Possession of Real Property

Mortgage Foreclosure

Quiet Title

Other Real Property (not eminent

domain, landlord/tenant, or

foreclosure)

**Unlawful Detainer** 

Commercial (31)

Residential (32)

Drugs (38) (if the case involves illegal drugs, check this item; otherwise,

report as Commercial or Residential)

Judicial Review

Asset Forfeiture (05)

Petition Re: Arbitration Award (11)

Writ of Mandate (02)

Writ-Administrative Mandamus

Writ-Mandamus on Limited Court

Case Matter

Writ-Other Limited Court Case

Review

Other Judicial Review (39)

Review of Health Officer Order Notice of Appeal-Labor

Commissioner Appeals

Provisionally Complex Civil Litigation (Cal. Rules of Court Rules 3.400-3.403)

Antitrust/Trade Regulation (03)

Construction Defect (10) Claims Involving Mass Tort (40)

Securities Litigation (28)

Environmental/Toxic Tort (30)

Insurance Coverage Claims (arising from provisionally complex

case type listed above) (41)

Enforcement of Judgment

Enforcement of Judgment (20)
Abstract of Judgment (Out of

County)

Confession of Judgment (non-

domestic relations)

Sister State Judgment Administrative Agency Award

(not unpaid taxes)

Petition/Certification of Entry of

Judgment on Unpaid Taxes Other Enforcement of Judgment

Case

Miscellaneous Civil Complaint

**RICO (27)** 

Other Complaint (not specified

above) (42)

Declaratory Relief Only

Injunctive Relief Only (non-

harassment) Mechanics Lien

Other Commercial Complaint

Case (non-tort/non-complex)

Other Civil Complaint

(non-tort/non-complex)

Miscellaneous Civil Petition

Partnership and Corporate Governance (21)

Other Petition (not specified

above) (43)

Civil Harassment

Workplace Violence

Elder/Dependent Adult

Abuse **Election Contest** 

Petition for Name Change

Petition for Relief From Late

Claim

Other Civil Petition