

Colorado Supreme Court 2 East 14th Ave., Fourth Floor Denver, CO 80203	<b>RECEIVED</b>  FEB 01 2010  ATTORNEY REGULATION
Original Proceeding in Unauthorized Practice of Law, 09UPL035	
<b>Petitioner:</b>  The People of the State of Colorado,  v.  <b>Respondents:</b>  Anthony Croom; Immigration Specialist Helpline, LLC; and Immigration Live Help, LLC.	Supreme Court Case No: 2009SA365
ORDER APPOINTING HEARING MASTER	

Upon consideration of the Motion to Proceed filed in the above cause, and now being sufficiently advised in the premises,

IT IS ORDERED that said Motion shall be, and the same hereby is, GRANTED.

Respondent, ANTHONY CROOM, IMMIGRATION SPECIALIST HELPLINE, LLC and IMMIGRATION LIVE HELP, LLC is enjoined from further practicing law in the State of Colorado.

IT IS FURTHER ORDERED that this matter is referred to the Presiding Disciplinary Judge for findings and recommendations.

BY THE COURT, JANUARY 29, 2010.



Case Number: 2009SA365  
Caption: People v Croom, Anthony

**CERTIFICATE OF SERVICE**

Copies mailed via the State's Mail Services Division on February 1, 2010. *lbc*

Anthony Croom  
444 E. Kiowa  
Unit C  
Colorado Spgs, CO 80910

Immigration Live Help, LLC  
1715 Monterrey Rd.  
Ste. 155  
Colorado Spgs, CO 80910

Immigration Specialist Helpline,  
LLC  
1715 Monterrey Rd.  
Ste. 155  
Colorado Spgs, CO 80910

Kim E Ikeler  
OFFICE OF ATTORNEY  
REGULATION  
1560 Broadway Ste 1800  
Denver, CO 80202

William R Lucero  
PRESIDING DISCIPLINARY  
JUDGE  
1560 Broadway Ste 675  
Denver, CO 80202

SUPREME COURT, STATE OF COLORADO  
2 East 14<sup>th</sup> Avenue, 4<sup>th</sup> Floor  
Denver, Colorado 80203

ORIGINAL PROCEEDING IN  
UNAUTHORIZED PRACTICE OF LAW,  
09PDJ018 and 09UPL035

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Petitioner:

THE PEOPLE OF THE STATE OF  
COLORADO

vs.

Respondents:

ANTHONY CROOM, IMMIGRATION  
SPECIALIST HELPLINE, LLC and  
IMMIGRATION LIVE HELP, LLC

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▲ COURT USE ONLY ▲

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Case Number:

0981 365

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**PETITION FOR INJUNCTION**

Petitioner, through the undersigned Assistant Regulation Counsel, and upon authorization pursuant to C.R.C.P. 234(a),<sup>1</sup> respectfully requests that the Colorado Supreme Court issue an order pursuant to C.R.C.P. 234 directing the respondents to show cause why they should not be enjoined from the unauthorized practice of law. As grounds therefor, counsel states as follows:

### **GENERAL ALLEGATIONS**

1. *Jurisdiction.* Respondent Anthony Croom (“Croom”) is not licensed to practice law in the state of Colorado. Croom’s last known business address is c/o Immigration Specialist Helpline, 1715 Monterrey Road, Ste. 155, Colorado Springs, CO 80910. Another possible address for Croom is 444 E. Kiowa, Unit C, Colorado Springs, CO 80903.

2. Respondent Immigration Specialist Helpline, LLC (“ISH”) is a dissolved Colorado limited liability company. It was formed by respondent Croom on December 16, 2008. Its business address listed with the Colorado Secretary of State was 1715 Monterey

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<sup>1</sup> The Unauthorized Practice of Law (“UPL”) Committee authorized the filing of this petition on December 4, 2009.

Road, Colorado Springs, CO 80910. Croom dissolved ISH on May 5, 2009.

3. Immigration Live Help, LLC (“ILH”) is a Colorado limited liability company in good standing. It was formed by respondent Croom on May 6, 2009. ILH’s business address listed with the Colorado Secretary of State is P.O. Box 6336, Colorado Springs, CO 80934.

4. Respondent Croom was the principal of and operated ISH and ILH. ISH and ILH held themselves out on the Internet as being qualified to assist in the preparation of immigration documents. The entities’ employees selected and prepared legal documents for their customers’ immigration matters. The employees worked out of the ISH and ILH offices in Colorado Springs. The facts are as follows.

5. *ISH Website.* Croom formed ISH on April 12, 2008. ISH did not employ any lawyers. ISH’s website stated: “Our expert team of cross-functional professionals provide our clients with informative immigration solutions. We help our customers by providing answers to USCIS immigration questions and completing

USCIS documents successful [sic] through a stellar proactive specialist team.” The website offered a toll-free number to call to contact a specialist. The website promised: “Our customer service representatives are available to answer all varying degrees of questions concerning your immigration documents that were complete [sic] by our company. ... All representatives are hand-selected to have complete [sic] college courses in immigration. At the Immigration Specialist Helpline, all representatives have completed a minimum of two years education in immigration courses.”

6. *ISH Operations.* A former employee of ISH recalls the form selection and preparation procedure as follows. A customer would call and ask for help with an immigration matter. A salesperson would obtain payment from the customer and make an appointment for a customer service representative to call the customer back. The customer service representative would speak with the customer, learn the customer’s needs, select and download a form from the USCIS website, discuss with the customer the information needed to prepare the form, and direct the customer to

gather any additional documents (*e.g.*, a birth certificate). Then ISH would send the selected and completed form(s) to the customer. It was the customer's obligation to send the forms to USCIS. If customers had questions about what to do, the customer could call back and the customer service representative would help.

### **CLAIM I – ENGLAND MATTER**

7. Robert England of Owings Mills, Maryland paid ISH \$800 to fill out an immigration application. ISH selected and prepared the legal document and provided it to Mr. England. After Mr. England filed the document with the United States Citizenship and Immigration Services (“USCIS”), USCIS sent the application back to Mr. England, because it was filled out incorrectly. Mr. England called USCIS, and was told he had to start the process over again.

8. By selecting and preparing a legal document for Mr. England in exchange for a fee, ISH and Croom engaged in the unauthorized practice of law. ISH and Croom further engaged in the unauthorized practice of law by holding ISH out to the public, including Mr. England, as being able to provide legal services.

## **CLAIM II - TANDON MATTER**

9. Eve Tandon of Acton, Maine understood from the way that ISH described its services that ISH would prepare and submit immigration papers to USCIS. Ms. Tandon paid ISH \$260 to prepare immigration papers which would permit her mother to extend her visa. After Ms. Tandon paid her money she learned that ISH only selected and prepared forms, and that she would then file the document. ISH selected and prepared legal documents for Ms. Tandon. When she received the completed papers from ISH, ISH employees suggested she apply for her visa on the basis of poverty, so that she would not have to pay the application fee in addition to the \$260 that she already had paid ISH.

10. By selecting and preparing legal documents for Ms. Tandon in exchange for a fee, and by providing additional legal advice to Ms. Tandon, ISH and Croom engaged in the unauthorized practice of law. ISH and Croom further engaged in the unauthorized practice of law by holding ISH out to the public, including Ms. Tandon, as being able to provide legal services.



### **CLAIM III - ORTIZ MATTER**

11. Cecilia Ortiz of Tuscon, Arizona called ISH, thinking that she was speaking to a government agency. After taking her information, an ISH employee told her that it would cost a total of \$550 to process applications for her and her mother to adjust status from resident aliens to U.S. citizens. Ms. Ortiz gave ISH her credit card information, thereby hiring ISH to select and prepare legal documents for her and her mother. ISH selected and prepared legal documents for Ms. Ortiz and her mother. A few weeks later, Ms. Ortiz received the completed legal documents from ISH. She and her mother signed the documents and sent them on to an address ISH provided.

12. Later, she received a letter from USCIS stating that her forms had been mailed to the wrong address and that the forms were unnecessary. She subsequently went to the local office of USCIS, where a counter attendant took her information and processed her application for \$95. Her mother learned from USCIS that she had submitted the wrong forms, and that it would cost an additional \$360 to process her application. Ms. Ortiz called ISH to

request a refund; ISH employees were rude to her. ISH did not return her money.

13. By selecting and preparing legal documents for Ms. Ortiz and her mother in exchange for a fee, ISH and Croom engaged in the unauthorized practice of law. ISH and Croom further engaged in the unauthorized practice of law by holding ISH out to the public, including Ms. Ortiz, as being able to provide legal services.

#### **CLAIM IV – SHANNON MATTER**

14. Tim Shannon of Elizabethtown, Kentucky needed an application filed with USCIS for his wife. He learned of ISH and called. An ISH employee told him that ISH had a contract with USCIS which enabled ISH to process applications for a discount. Mr. Shannon gave ISH payment information, but then checked with USCIS. A USCIS employee told Mr. Shannon there was no contract with ISH. Mr. Shannon called ISH back, but by this time ISH already had taken \$400 from his credit card. Mr. Shannon demanded a full refund. After many calls and much stress, he was able to get his money back.

15. ISH and Croom engaged in the unauthorized practice of

law by holding ISH out to the public, including Mr. Shannon, as being able to provide legal services. ISH and Croom further engaged in the unauthorized practice of law by receiving fees to select and prepare legal documents.

### **CLAIM V – CROCKAN MATTER**

16. Ramona Crockan of Ogden, Utah thought that ISH was part of USCIS. A friend was attempting to obtain a work visa. Ms. Crockan contacted ISH. An ISH employee told Ms. Crockan that ISH could select and prepare immigration documents for her friend. The ISH salesperson told Ms. Crockan: “We work with immigration.” Ms. Crockan gave her credit card information to ISH to pay \$700 for the processing of her friend’s visa application. It is not clear whether ISH selected and prepared legal documents for Ms. Crockan’s friend. The papers ISH promised to prepare for her friend never arrived. Ms. Crockan called USCIS; she was told “ISH is not with us.” Ms. Crockan called ISH and requested a refund. The ISH representative (possibly respondent Croom) was rude to Ms. Crockan and refused to refund her money.

17. ISH and Croom engaged in the unauthorized practice of

law by holding ISH out to the public, including Ms. Crookan, as being able to provide legal services. ISH further engaged in the unauthorized practice of law by collecting a fee on the basis that ISH was able to select and prepare legal documents.

### **CLAIM VI – ILH OPERATIONS**

18. *ILH Website.* ISH failed financially. Croom then formed ILH. ILH did not employ any lawyers. ILH's website stated: "Are you looking for information about obtaining a green card, filing out USCIS documents, or do you have general immigration questions? Our expert team of cross-functional professionals provide our clients with informative immigration solutions. We help our customers by providing answers to USCIS immigration questions and completing USCIS documents successfully through a stellar proactive specialist team." The website offered a toll-free number to call to contact a specialist. ILH made the same promises regarding the qualifications of its customer service representatives as had ISH.

19. *ILH Operation.* At his deposition, respondent Croom stated that he is the only employee of ILH. He receives calls from

outside of Colorado. The respondent states that he assists these out-of-state callers with obtaining green cards. Respondent sends each customer the appropriate form by mail. After the customer receives the form and calls with questions, respondent (on the phone) helps the customer complete the form. Respondent charges about \$300 for this service.

20. By selecting and helping to prepare legal documents for customers in exchange for a fee, ILH and Croom engaged in the unauthorized practice of law. ILH and Croom further engaged in the unauthorized practice of law by holding ILH out to the public as being able to provide legal services.

### **REQUEST FOR RELIEF**

21. The unauthorized practice of law includes but is not limited to an unlicensed person's actions as a representative in protecting, enforcing or defending the legal rights and duties of another and/or counseling, advising and assisting that person in connection with legal rights and duties. *See, People v. Shell*, 148 P.3d 162 (Colo. 2006); and *Denver Bar Assn. v. P.U.C.*, 154 Colo. 273, 391 P.2d 467 (1964). In addition, preparation of legal

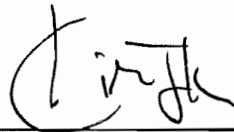
documents for others by an unlicensed person, other than solely as a typist, is the unauthorized practice of law, unless the Colorado Supreme Court has authorized such action in a specific circumstance. *Title Guaranty v. Denver Bar Ass'n*, 135 Colo. 423, 312 P.2d 1011 (1957).

22. By holding themselves out as being qualified to assist in the preparation of immigration documents, by selecting and preparing for a fee legal documents for customers' immigration matters, and by giving legal advice, all as discussed above, ISH and ILH engaged in the unauthorized practice of law. By operating ISH and ILH, by receiving funds collected by those entities, by himself selecting immigration forms for ILH customers and by assisting those customers with completing the forms, Croom engaged in the unauthorized practice of law.

WHEREFORE, the petitioner prays that this court issue an order directing the respondents to show cause why the respondents should not be enjoined from engaging in any unauthorized practice of law; thereafter that the court enjoin these respondents from the practice of law, or in the alternative that this court refer this matter

to a hearing master for determination of facts and recommendations to the court on whether these respondents should be enjoined from the unauthorized practice of law. Furthermore, petitioner requests that the court assess the costs and expenses of these proceedings, including reasonable attorney fees against these respondents; order the refund of any and all fees paid by clients to these respondents; assess restitution against these respondents for losses incurred by clients or third parties as a result of these respondents' conduct; impose a fine for each incident of unauthorized practice of law, not less than \$250.00 and not more than \$1,000.00; and any other relief deemed appropriate by this court.

Respectfully submitted this 7<sup>th</sup> of December 2009.



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Kim E. Ikeler  
Assistant Regulation Counsel  
Attorney for Petitioner