



IMMIGRATION ASSISTANCE SERVICE PROVIDER REPORT

Covering October 1, 2018 - March 31, 2019

This report is submitted pursuant to N.Y.C. Ad. Code § 20-779.5 as added by Local Law 63 of 2017.

I. Number of complaints received related to providers of immigration assistance services: 13

Complaints disaggregated by source and type:

Complaint Date	Complaint Source	Complaint Type	Days to Result
2/27/19	311	Lost Property - L02	1
2/8/19	Email/Mail/Fax	Misrepresentation - M01	5
1/9/19	Email/Mail/Fax	Non-Delivery of Service - N02	2
1/4/19	Email/Mail/Fax	Misrepresentation - M01	4
12/28/18	311	Breach of Contract - B03	-
12/7/18	Email/Mail/Fax	Misrepresentation - M01	3
11/28/18	311	Advertising/Misleading - A02	92*
11/28/18	311	Advertising/Misleading - A02	1
11/25/18	311	Breach of Contract - B03	1
11/13/18	311	Advertising/Misleading - A02	51
11/8/18	311	Advertising/Misleading - A02	1
11/1/18	Email/Mail/Fax	Other - Z01	0 **
10/1/18	Email/Mail/Fax	Misrepresentation - M01	17

II. Proactive investigations that do not stem from a complaint conducted by the department: 10***

* Complaints were closed 90 days after request for additional information was sent because complainant did not respond.

** Complaints were referred to Enforcement Division, Office of the General Counsel, or an appropriate outside agency on the day of intake.

*** Any investigations conducted by the Affirmative Litigation Unit in the Office of the General Counsel are best characterized as a mix of complaint response and proactive investigation.

III. The number of violations issued: 33 count(s) of 11 distinct charges against 11 businesses.



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Violations disaggregated by type:

Violation Type	Charge	Count of Charges
Other Law	6 R C NY § 5-264(a) - FAILS TO CONSPICUOUSLY POST SURETY BOND SIGN; OR SIGN IMPROPER: LESS THAN 11 BY 17 INCHES OR DOES NOT STATE REQUIRED INFORMATION	5
	NYC Admin Code § 20-777 - PROVIDER FAILS TO IMMEDIATELY GIVE CUSTOMER COPY OF CONTRACT: UPON EXECUTION AND BEFORE PROVIDING SERVICES; IN ENGLISH AND IN LANGUAGE UNDERSTOOD BY CUSTOMER; OR WITH TRANSLATION ATTESTATION	4
	NYC Admin Code § 20-777 - Written contract does not include all required information.	6
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN	3
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN IN EVERY LANGUAGE BUSINESS PROVIDES SERVICES.	3
	NYC Admin Code § 20-777.1(a) - FAILS TO POST SEPARATE SIGN CONTAINING SCHEDULE OF SERVICE FEES AND 3-BUSINESS DAYS CANCELLATION STATEMENT	2
	NYC Admin Code § 20-777.1(a) - SIGN CONTAINING SCHEDULE OF SERVICE FEES AND CANCELLATION STATEMENT IS NOT POSTED IN ENGLISH AND EVERY LANGUAGE BUSINESS PROVIDES SERVICES	3
	NYC Admin Code § 20-777.1(a) - SIGN POSTED IMPROPERLY: NOT IN EVERY LOCATION PROVIDER MEETS CUSTOMERS; NOT CONSPICUOUS OR VISIBLE; NOT IN ENGLISH AND EVERY LANGUAGE IN WHICH SERVICES ARE OFFERED; NOT MOST RECENT OR ACCURATE	2
	NYC Admin Code § 20-777.2(a) - AD MISSING "NOT AN ATTORNEY" NOTICE	1
	NYC Admin Code § 20-777.2(a) - MISSING OR IMPROPER NOTICE	3
	NYC Admin Code § 20-777.2(b) - AD GUARANTEES PARTICULAR GOVT ACTION: GRANTING OF EMPLOYMENT AUTHORIZATION, LAWFUL PERMANENT RESIDENT STATUS OR CITIZENSHIP; OR OTHER	1

IV. The number of the violations issued that originated with a consumer complaint: 4 count(s) of 4 distinct charges against 1 businesses.

Business Name	Charge	Charge Count
MUNDO LATINO MULTISERVICE INC	6 RCNY § 5-264(a) - FAILS TO CONSPICUOUSLY POST SURETY BOND SIGN; OR SIGN IMPROPER: LESS THAN 11 BY 17 INCHES OR DOES NOT STATE REQUIRED INFORMATION	1
	NYC Admin Code § 20-777 - PROVIDER FAILS TO IMMEDIATELY GIVE CUSTOMER COPY OF CONTRACT: UPON EXECUTION AND BEFORE PROVIDING SERVICES; IN ENGLISH AND IN LANGUAGE UNDERSTOOD BY CUSTOMER; OR WITH TRANSLATION ATTESTATION	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN IN EVERY LANGUAGE BUSINESS PROVIDES SERVICES.	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST SEPARATE SIGN CONTAINING SCHEDULE OF SERVICE FEES AND 3-BUSINESS DAYS CANCELLATION STATEMENT	1



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V. The number of violations issued as a result of a proactive investigation by the department: **29** count(s) of **11** distinct charges against **10** businesses.

Violations disaggregated by business name:

Business Name	Charge	Charge Count
CIBAO TRAVEL & TOURS CORP.	6 RCNY § 5-264(a) - FAILS TO CONSPICUOUSLY POST SURETY BOND SIGN; OR SIGN IMPROPER: LESS THAN 11 BY 17 INCHES OR DOES NOT STATE REQUIRED INFORMATION	1
	NYC Admin Code § 20-777 - Written contract does not include all required information.	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN IN EVERY LANGUAGE BUSINESS PROVIDES SERVICES.	1
	NYC Admin Code § 20-777.1(a) - SIGN CONTAINING SCHEDULE OF SERVICE FEES AND CANCELLATION STATEMENT IS NOT POSTED IN ENGLISH AND EVERY LANGUAGE BUSINESS PROVIDES SERVICES	1
DANIEL PEREZ DOCUMENT SERVICES INC	NYC Admin Code § 20-777 - Written contract does not include all required information.	1
	NYC Admin Code § 20-777.1(a) - SIGN POSTED IMPROPERLY: NOT IN EVERY LOCATION PROVIDER MEETS CUSTOMERS; NOT CONSPICUOUS OR VISIBLE; NOT IN ENGLISH AND EVERY LANGUAGE IN WHICH SERVICES ARE OFFERED; NOT MOST RECENT OR ACCURATE	1
JC MULTIPLE SERVICES	6 RCNY § 5-264(a) - FAILS TO CONSPICUOUSLY POST SURETY BOND SIGN; OR SIGN IMPROPER: LESS THAN 11 BY 17 INCHES OR DOES NOT STATE REQUIRED INFORMATION	1
	NYC Admin Code § 20-777 - PROVIDER FAILS TO IMMEDIATELY GIVE CUSTOMER COPY OF CONTRACT: UPON EXECUTION AND BEFORE PROVIDING SERVICES; IN ENGLISH AND IN LANGUAGE UNDERSTOOD BY CUSTOMER; OR WITH TRANSLATION ATTESTATION	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN	1
	NYC Admin Code § 20-777.1(a) - SIGN CONTAINING SCHEDULE OF SERVICE FEES AND CANCELLATION STATEMENT IS NOT POSTED IN ENGLISH AND EVERY LANGUAGE BUSINESS PROVIDES SERVICES	1
	NYC Admin Code § 20-777.2(a) - MISSING OR IMPROPER NOTICE	1
	NYC Admin Code § 20-777.2(b) - AD GUARANTEES PARTICULAR GOVT ACTION: GRANTING OF EMPLOYMENT AUTHORIZATION, LAWFUL PERMANENT RESIDENT STATUS OR CITIZENSHIP; OR OTHER	1
JOSE ROJAS	6 RCNY § 5-264(a) - FAILS TO CONSPICUOUSLY POST SURETY BOND SIGN; OR SIGN IMPROPER: LESS THAN 11 BY 17 INCHES OR DOES NOT STATE REQUIRED INFORMATION	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST SEPARATE SIGN CONTAINING SCHEDULE OF SERVICE FEES AND 3-BUSINESS DAYS CANCELLATION STATEMENT	1
	NYC Admin Code § 20-777.2(a) - AD MISSING "NOT AN ATTORNEY" NOTICE	1
MISTER ENRY'S CONSULTING SERVICES LTD.	NYC Admin Code § 20-777 - Written contract does not include all required information.	1
	NYC Admin Code § 20-777.1(a) - SIGN POSTED IMPROPERLY: NOT IN EVERY LOCATION PROVIDER MEETS CUSTOMERS; NOT CONSPICUOUS OR VISIBLE; NOT IN ENGLISH AND EVERY LANGUAGE IN WHICH SERVICES ARE OFFERED; NOT MOST RECENT OR ACCURATE	1
	NYC Admin Code § 20-777.2(a) - MISSING OR IMPROPER NOTICE	1



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MS TAX MULTI-	NYC Admin Code § 20-777 - Written contract does not include all required information.	1
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Business Name	Charge	Charge Count
SERVICES, INC		
PAQUITA BELTRE SERVICE CENTER CORP.	NYC Admin Code § 20-777 - PROVIDER FAILS TO IMMEDIATELY GIVE CUSTOMER COPY OF CONTRACT: UPON EXECUTION AND BEFORE PROVIDING SERVICES; IN ENGLISH AND IN LANGUAGE UNDERSTOOD BY CUSTOMER; OR WITH TRANSLATION ATTESTATION	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN	1
PENNY BUSINESS SERVICES	NYC Admin Code § 20-777 - PROVIDER FAILS TO IMMEDIATELY GIVE CUSTOMER COPY OF CONTRACT: UPON EXECUTION AND BEFORE PROVIDING SERVICES; IN ENGLISH AND IN LANGUAGE UNDERSTOOD BY CUSTOMER; OR WITH TRANSLATION ATTESTATION	1
ROSIE MULTISERVICES CORP	NYC Admin Code § 20-777 - Written contract does not include all required information.	1
YUDY VARGAS BROKERAGE INC	6 RCNY § 5-264(a) - FAILS TO CONSPICUOUSLY POST SURETY BOND SIGN; OR SIGN IMPROPER: LESS THAN 11 BY 17 INCHES OR DOES NOT STATE REQUIRED INFORMATION	1
	NYC Admin Code § 20-777 - Written contract does not include all required information.	1
	NYC Admin Code § 20-777.1(a) - FAILS TO POST "NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT" SIGN IN EVERY LANGUAGE BUSINESS PROVIDES SERVICES.	1
	NYC Admin Code § 20-777.1(a) - SIGN CONTAINING SCHEDULE OF SERVICE FEES AND CANCELLATION STATEMENT IS NOT POSTED IN ENGLISH AND EVERY LANGUAGE BUSINESS PROVIDES SERVICES	1
	NYC Admin Code § 20-777.2(a) - MISSING OR IMPROPER NOTICE	1

VI. Proactive agency investigations:

In this reporting period, DCA’s Affirmative Litigation Unit in the Office of the General Counsel proactively investigated eight immigration assistance service providers for potential violations of the New York City Consumer Protection Law (CPL) and Immigration Assistance Service Provider (ISP) law. Some individuals and business entities were referred to the appropriate district attorney after initial fact-finding and some investigations remain ongoing. The Affirmative Litigation Unit also continued to monitor entities that the agency previously settled with to ensure compliance with the CPL and ISP laws. The City Law Department, on behalf of DCA, filed an action in Queens County Supreme Court seeking to enforce the confession of judgment obtained against Buitron Offices and its president, Angel G. Buitron, after failure to make payments toward the \$148,550 in fines owed for violations of the CPL and ISP laws, including for advertising the “10-year visa” on their website, street signs, and business cards.

VII. Collaboration on investigation, enforcement, and community education:

DCA works diligently to foster productive relationships with enforcement agencies, community partners, and advocates in order to generate case complaints and referrals. As part of this effort, the agency participates in



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several groups and task forces dedicated to assisting and protecting immigrants, including the Immigrant Task Force organized by Queens Borough President Melinda Katz and the Protecting Immigrant New Yorkers (PINY) task force. During this reporting period, DCA conducted or participated in 40 outreach events reaching over 2,430 people. At these events, agency staff presented on ISP issues, distributed ISP materials, or discussed ISP-related issues with partners.

DCA also collaborates with the Mayor's Office of Immigrant Affairs (MOIA) to provide information to affected and vulnerable communities about fraudulent schemes and ways to access immigration legal help. MOIA provides education about immigration scams, including alerts about the latest schemes, through events and other outreach channels. In late 2018, to support these efforts, MOIA developed a multilingual flyer providing tips for avoiding immigration fraud. During this reporting period, MOIA held approximately 306 Know Your Rights forums and other outreach events incorporating information about immigration scams, reaching over 9,393 people. These engagements represent a subset of MOIA's broader outreach efforts to educate the community about important issues while sharing information about the availability of free and safe immigration legal help. This outreach work dovetails with MOIA's broader efforts to equip communities with clear, timely, trustworthy information about new developments in federal immigration policies and practices, as discussed further in Section VIII below.

VIII. Changing trends and common fraudulent schemes:

10-Year Visa Scam

The City continues to monitor the so-called "10-year visa" scam, which affects immigrant New Yorkers who are looking for immigration legal help. The scam entails unscrupulous attorneys and ISPs misleading immigrants about an allegedly easy way to obtain a green card after ten years of residency. These providers typically fail to adequately disclose or explain that to pursue this form of relief, individuals must enter deportation proceedings and prove "extreme, unusual, and exceptional hardship" to a qualifying family member. Perpetrators of the "10-year visa" scam often use television, radio, and online advertisements, and rely on word of mouth circulation of information in immigrant communities.

Federal Developments: Public Charge, Family Separation, DACA, and TPS

The City continually analyzes developments in federal immigration policies and practices and their impact on New Yorkers, in order to provide trustworthy information to impacted communities and identify any new fraudulent schemes stemming from federal changes. During this reporting period, the City closely monitored developments including the proposed public charge rule, the family separation crisis triggered by the Trump Administration's zero tolerance policy, the pending Supreme Court decision on the future of the Deferred Action for Childhood Arrivals (DACA) program, and the Trump Administration's actions on Temporary Protected Status (TPS) for El Salvador, Haiti, Honduras, Nepal, Nicaragua, Somalia, Sudan, South Sudan,



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Syria, and Yemen. The City has also continued monitoring national immigration enforcement data released by the federal government and enforcement actions in the City, including highprofile actions and operations.

The City remains concerned that shifts in federal immigration policies and practices could prompt unscrupulous ISPs, attorneys, and others to attempt to exploit heightened anxiety and fear in immigrant communities. MOIA has thus continued to conduct outreach to share accurate, plain language information to community members, as well as to share referral information for safe, trusted legal services as a way of preventing individuals from becoming victims of immigration scams. In response to the proposed public charge rule, for example, the City's outreach included events such as a Weekend of Faith, community forums, tele-town halls, briefings for stakeholders, including faith leaders and community based organizations, coordinating "train the trainers" engagements a listening tour, as well as community and ethnic media engagement on the proposal. In addition, the Administration has invested over \$30 million in immigration legal services to ensure that immigrant New Yorkers have access to free, safe legal help. This investment includes funding for outreach so that immigrants are aware of their rights and how to access services. For example, through the ActionNYC legal services program, outreach partners conduct tailored outreach in underserved immigrant communities by presenting Know Your Rights forums and sharing information about other legal services and City programs.

The City will continue to find effective ways to deliver clear, accurate information about federal immigration policy changes and legal services to communities.

Other Trends and Schemes

The City continues to work on remaining up to date on other immigration-related trends and schemes through engagement with government offices, immigration legal service providers, and advocates. For example, the City is aware of persistent phone call scams that target vulnerable immigrants by telling them that they know details about their immigration status and requesting payment.

In the last six months, the City has responded to a phone scam targeting Mandarin speakers, with callers claiming to be from the Chinese Embassy, Chinese Consulates, or from Chinese law enforcement agencies and requesting they pick up a package or provide personal information in order to avoid issues with their immigration status. In February 2019, the City launched a Lunar New Year phone scam prevention campaign, a series of over 35 outreach engagements at locations such as senior centers, ESOL classrooms, and parade routes to share information on the issue of phone scams targeting Mandarin speakers. As part of the campaign, MOIA also hosted a roundtable event with Chinese and Korean press to talk about the phone scam and disseminated information and resources to 70 Chinese community-serving organizations through bilingual emails and phone calls. These efforts were accompanied by a digital campaign on WeChat, Snapchat, Instagram, Facebook, and ethnic media. The City also re-designed its flyer on this phone scam to more effectively alert the community and provide guidance on avoiding these types of scams, reporting to the authorities, and accessing additional resources. Attempts to exploit vulnerable immigrant New Yorkers are a



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major concern for the City. The City will continue to engage with partners across government and communities to monitor phone scams and other emerging patterns.