



IMMIGRATION ASSISTANCE SERVICE PROVIDER REPORT

Covering April 1, 2019 - September 30, 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: **12**

Complaints disaggregated by source and type:

Complaint Date	Complaint Source	Complaint Type	Days to Result
9/4/19	Online		-
8/13/19	Email/Mail/Fax		0
8/9/19	311	Non-Delivery of Service - N02	3
8/3/19	311	Advertising/Misleading - A02	2
8/1/19	311	Misrepresentation - M01	-
7/8/19	Online	Non-Delivery of Service - N02	24
6/11/19	311	Breach of Contract - B03	92*
6/7/19	311	Refund Policy - R01	3
6/7/19	311	Non-Delivery of Service - N02	93*
5/22/19	311	Non-Delivery of Goods - N01	41
5/11/19	311	Breach of Contract - B03	93*
4/15/19	Online	Misrepresentation - M01	4

II. Proactive investigations that do not stem from a complaint conducted by the department: **12****

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

** Any investigations conducted by DCA are best characterized as a mix of complaint response and proactive investigation.



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III. The number of violations issued: **79** count(s) of **16** distinct charges against **12** businesses.

Violations disaggregated by type:

Charge	Count of Charges
6 RCNY §5-261 - STATEMENTS IN WRITTEN AGREEMENTS ARE NOT IN A BOX THAT IS SET OFF, OR TEXT IS LESS THAN 12 PT FONT, OR BOX OF STATEMENTS IS NOT ABOVE PLACE FOR CONSUMER'S SIGNATURE	2
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	11
NYC Admin Code §20-776(e) - PROVIDER ASSUMES, USES OR ADVERTISES MISLEADING TITLES INCLUDING: LAWYER; ATTORNEY; ACCREDITED REP OF BOARD OF IMMIGRATION APPEALS; IMMIGRATION CONSULTANT; NOTARY/NOTARY PUBLIC	12
NYC Admin Code §20-776(e) - USE INAPPROPRIATE TITLE	1
NYC Admin Code §20-776(f) - PROVIDER GIVES LEGAL ADVICE OR ENGAGES IN PRACTICE OF LAW	4
NYC Admin Code §20-776(i) - PROVIDER CLAIMS FEE REQUIRED OR CHARGES FEE FOR DISTRIBUTION/PROVISION/SUBMISSION OF GOVT FORM OR FOR REFERRAL TO QUALIFIED PERSON OR ENTITY	4
NYC Admin Code §20-776(l) - PROVIDER PROVIDES INFO ON CUSTOMER OR FAMILY'S POTENTIAL ELIGIBILITY FOR IMMIGRATION OR OTHER GOVT BENEFIT WITH INTENT TO INDUCE CUSTOMER TO EMPLOY PROVIDER'S SERVICES	2
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	6
NYC Admin Code §20-777 - Written contract does not include all required information.	7
NYC Admin Code §20-777(14) - CONTRACT MISSING 'CONSUMER BILL OF RIGHTS' OR 'CONSUMER BILL OF RIGHTS' IS NOT ON SEPARATE PAGE OR MOST RECENT VERSION	1
NYC Admin Code §20-777(6) - CONTRACT MISSING STATEMENT: CUSTOMER IS NOT REQUIRED TO GET SUPPORTING DOCUMENTS THROUGH PROVIDER AND CAN GET THEM; OR US GOVT HAS FREE INFO ON REQUIRED FORMS ONLINE/BY PHONE	2
NYC Admin Code §20-777.1(a) - FAILS TO POST 'NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT' SIGN	10
NYC Admin Code §20-777.1(a) - FAILS TO POST 'NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT' SIGN IN EVERY LANGUAGE BUSINESS PROVIDES SERVICES.	6
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	4
NYC Admin Code §20-777.1(b) - SIGN CONTAINING SCHEDULE OF SERVICE FEES AND CANCELLATION STATEMENT IS SIZED LESS THAN 11' X 17" OR LETTERING IS LESS THAN 60 PT FONT	6
NYC Admin Code §20-777.2(a) - FAILS TO INCLUDE IN AD REQUIRED "NOT AN ATTORNEY" NOTICE	1



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IV. The number of the violations issued that originated with a consumer complaint: **0** count(s) of **0** distinct charges against **0** businesses.



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V. The number of violations issued as a result of a proactive investigation by the department: **79** count(s) of **16** distinct charges against **12** businesses.

Violations disaggregated by business:

Business Name	Charge	Charge Count
ADVANCED TAX & MULTI SERVICES INC.	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
AL-MUHAJREEN GENERAL SERVICES	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	1
AMERICAN WORLDWIDE TRAVEL, INC.	NYC Admin Code §20-777 - Written contract does not include all required information.	1
ANDREW AMICY	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 §20-776(e) - USE INAPPROPRIATE TITLE	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) - FAILS TO INCLUDE IN AD REQUIRED "NOT AN ATTORNEY" NOTICE	1
BRONX UNITED SERVICES 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 §20-777.1(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
COPOS BLANCOS TRAVEL 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	1
DUMANY SPENCER	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



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Business Name	Charge	Charge Count
ECUA BUSINESS AND SERVICES INC.	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
MISTER ENRY'S CONSULTING SERVICES LTD.	6 RCNY §5-261 - STATEMENTS IN WRITTEN AGREEMENTS ARE NOT IN A BOX THAT IS SET OFF, OR TEXT IS LESS THAN 12 PT FONT, OR BOX OF STATEMENTS IS NOT ABOVE PLACE FOR CONSUMER'S SIGNATURE	2
	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	6
	NYC Admin Code §20-776(e) - PROVIDER ASSUMES, USES OR ADVERTISES MISLEADING TITLES INCLUDING: LAWYER; ATTORNEY; ACCDRETTED REP OF BOARD OF IMMIGRATION APPEALS; IMMIGRATION CONSULTANT; NOTARY/NOTARY PUBLIC	12
	NYC Admin Code §20-776(f) - PROVIDER GIVES LEGAL ADVICE OR ENGAGES IN PRACTICE OF LAW	4
	NYC Admin Code §20-776(i) - PROVIDER CLAIMS FEE REQUIRED OR CHARGES FEE FOR DISTRIBUTION/PROVISION/SUBMISSION OF GOVT FORM OR FOR REFERRAL TO QUALIFIED PERSON OR ENTITY	4
	NYC Admin Code §20-776(l) - PROVIDER PROVIDES INFO ON CUSTOMER OR FAMILY'S POTENTIAL ELIGIBILITY FOR IMMIGRATION OR OTHER GOVT BENEFIT WITH INTENT TO INDUCE CUSTOMER TO EMPLOY PROVIDER'S SERVICES	2
	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(14) - CONTRACT MISSING 'CONSUMER BILL OF RIGHTS' OR 'CONSUMER BILL OF RIGHTS' IS NOT ON SEPARATE PAGE OR MOST RECENT VERSION	1
	NYC Admin Code §20-777(6) - CONTRACT MISSING STATEMENT: CUSTOMER IS NOT REQUIRED TO GET SUPPORTING DOCUMENTS THROUGH PROVIDER AND CAN GET THEM; OR US GOVT HAS FREE INFO ON REQUIRED FORMS ONLINE/BY PHONE	2
	NYC Admin Code §20-777.1(a) - FAILS TO POST 'NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT' SIGN IN EVERY LANGUAGE BUSINESS PROVIDES SERVICES.	6
	NYC Admin Code §20-777.1(b) - SIGN CONTAINING SCHEDULE OF SERVICE FEES AND CANCELLATION STATEMENT IS SIZED LESS THAN 11' X 17" OR LETTERING IS LESS THAN 60 PT FONT	6
MR ENRY'S CONSULTING SERVICES LTD	NYC Admin Code §20-777 - Written contract does not include all required information.	1
NAVARRETE TRAVEL AND TOURS, 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	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
SM WORLD ENTERPRISES	NYC Admin Code §20-777 - Written contract does not include all required information.	2
	NYC Admin Code §20-777.1(a) - FAILS TO POST 'NOT AN ATTORNEY/FREE LEGAL REFERRAL/COMPLAINT' SIGN	2

VI. Proactive agency investigations:

In this reporting period, DCA filed charges in the Hearings Division of the Office of Administrative Trials and Hearings (OATH) against Mister Enry's Consulting Services, an Immigration Service Provider (ISP) entity that engaged in predatory and deceptive practices, such as improperly representing that they were qualified to provide legal advice to immigrant consumers, charging fees for the provision or submission of official documents issued by the government, and failure to provide an executed contract to consumers.

In addition, DCA filed a lawsuit in New York County Supreme Court against Angel G. Buitron, Buitron Offices & Associates (collectively, "Buitron"), Susana T. Abarca, and the Law Office of Susana Abarca, PLLC for allegedly using a multi-part scheme to deceive immigrant consumers. DCA is seeking a court order permanently stopping defendants from engaging in these illegal business practices; preventing Buitron from acting as an ISP; awarding consumer restitution for victims; mandating the surrender of any profits and payment of civil penalties for violations of the City's Consumer Protection Law. DCA previously filed charges against Buitron in OATH in a matter that was settled for \$150,000 in fines, \$34,050 in consumer restitution, and a Confession of Judgment which provided that DCA could seek entry of judgment in state court if Buitron failed to make payments toward the \$150,000. DCA is currently seeking to enforce the Confession of Judgment in a separate action in Queens County Supreme Court as a result of Buitron's failure to fulfill settlement terms. As part of the judgment enforcement action, DCA's motion for summary judgment was granted. This decision allows DCA to move forward with its judgment collection efforts.

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

DCA works closely with enforcement agencies, community partners, and advocates to educate consumers, generate cases and investigations, and establish referral pathways. In this reporting period, DCA conducted or participated in 60 events, educating 6,144 attendees specifically on our laws and rules related to ISPs. DCA also participates in multiple task forces focused on protecting immigrants, such as the Queens Borough President Immigration Task Force, and the Protecting Immigrant New Yorkers (PINY) Task Force. In June 2019, DCA and the Mayor's Office of Immigrant Affairs (MOIA) were two of several city, county, and state-level agencies that participated in a public meeting hosted by PINY to collect testimony from community-based organizations, advocates, and others on the state of immigration fraud in New York City, and to receive recommendations from the community on how to better respond to this concerning issue. The public meeting revealed the ongoing need for continued clear and accessible education in communities on the topic of immigration fraud, including ISP violations. DCA and MOIA will continue to work with PINY to develop and implement responses to the issues and recommendations raised at the public meeting.

DCA also coordinates with MOIA to provide education about immigration fraud, including alerts about the latest scams, through events and other outreach channels. During this reporting period, MOIA held approximately 594 Know Your Rights forums and other outreach events incorporating alerts about immigration fraud, reaching over 13,904 people. These engagements represent a subset of MOIA's broader efforts to educate the community about important issues and share information about the availability of free and safe immigration legal help. This outreach is a key component of MOIA's work focused on equipping communities with clear, timely, trustworthy information about new federal immigration policies and practices, as discussed further in Section VIII below.

VIII. Changing trends and common fraudulent schemes:

Local Developments: 10-Year Visa Scam, Phone Scam Targeting Mandarin Speakers

The City continues to monitor the so-called "10-year visa" scam, which entails unscrupulous attorneys and ISPs misleading immigrants by falsely advertising an "easy way" to obtain a green card for immigrants that have lived in the United States for ten or more years. These providers typically fail to disclose that there is no such visa, and that in reality, the provider is filing a frivolous asylum application in the hopes that once the individual is placed

into deportation proceedings, an Immigration Judge will grant Cancellation of Removal upon a showing that the individual's removal will cause "extreme, unusual, and exceptional hardship" to a qualifying family member, a very high bar to satisfy. The 10-year visa scam is often perpetuated through advertisements on television, radio, and online platforms. Council has introduced legislation (Intro 1622-2019) which will update the City's Consumer Protection Law to capture online advertisements, adjust fines to account for inflation, and clarify DCA's ability to seek restitution on behalf of consumers at OATH.

In the last six months, the City has remained engaged and responsive to the ongoing phone scam targeting Mandarin speakers, with callers claiming to be from the Chinese Embassy, Chinese Consulates, or from Chinese law enforcement agencies and requesting consumers pick up a package or provide personal information in order to avoid issues with their immigration status or other consequences. The latest outreach efforts on this phone scam include the launch of advertisements on LinkNYC kiosks in key locations alerting the targeted communities about this issue.

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

During this reporting period, the City continued to assess federal developments including the public charge rule, the ongoing family separation crisis, shifts in asylum and southern border policies, the pending Supreme Court decision on the future of the Deferred Action for Childhood Arrivals (DACA) program, and the changes and court decisions in regards to Temporary Protected Status (TPS) for El Salvador, Haiti, Honduras, Nepal, Nicaragua, Sudan and Syria, and Deferred Enforced Departure (DED) for Liberia. The City has also continued monitoring national immigration enforcement data released by the federal government and enforcement actions in the City, including high-profile 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. To ensure that immigrant New Yorkers have access to free, safe legal help, the City has invested over \$30 million in immigration legal services. This investment includes funding for outreach so that immigrants are aware of their rights and how to access services. Through the ActionNYC legal services program, community partners conduct tailored outreach in underserved immigrant communities by presenting Know Your Rights forums and sharing information about other legal services and City programs.