

STATE OF FLORIDA  
OFFICE OF THE ATTORNEY GENERAL  
DEPARTMENT OF LEGAL AFFAIRS  
AG # L10-3-1145

IN RE:  
INVESTIGATION OF LAW OFFICES  
OF DAVID J. STERN, P.A.

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DEPOSITION OF MARY R. CORDOVA

1:59 p.m. - 2:29 p.m.

September 23, 2010

Office of the Attorney General  
110 Southeast 6th Street, 10th Floor  
Fort Lauderdale, Florida 33301

Reported By:

Kalandra Smith  
Notary Public, State of Florida  
Apex Reporting Group  
Phone - 954.467.8204

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APPEARANCES:

ON BEHALF OF THE STATE:

JUNE M. CLARKSON, ASSISTANT ATTORNEY GENERAL  
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I N D E X

Name	Direct	Cross	Redirect	Recross
Ms. Cordova	3			

E X H I B I T S

Item	Page
Copy of subpoena -- Exhibit A	3
Two-page memo -- Exhibit B	20
Letter 09-09-09 -- Exhibit C	20

1 P R O C E E D I N G S

2 - - -

3 Deposition taken before Kalandra Smith, Court  
4 Reporter and Notary Public in and for the State of  
5 Florida at Large, in the above cause.

6 - - -

7 THEREUPON:

8 MARY CORDOVA

9 having been first duly sworn or affirmed, was examined  
10 and testified as follows:

11 DIRECT EXAMINATION

12 BY MS. CLARKSON:

13 Q State your name for the record, please.

14 A My name is Mary Cordova.

15 Q Have you ever had your statement or deposition  
16 taken before or sworn statement?

17 A No.

18 Q Or deposition.

19 A Bankruptcy. I filed bankruptcy.

20 Q Okay.

21 A That's it. Im not sure.

22 Q Okay. I'm going to let you know you need to  
23 answer the questions verbally because noddng of the  
24 head, she can't take that down.

25 A Okay.

1           **Q**     So you need to answer verbally.

2           **A**     Okay.

3           **Q**     If you have any questions ask me.  If you  
4 don't understand what I'm asking you I'll try to  
5 rephrase it in a manner that you can understand.

6           **A**     Okay.

7           **Q**     If you need a break just let me know.

8           **A**     Okay.

9           **Q**     I'm going to ask you to take a look at this  
10 subpoena and ask if you recognize it.

11          **A**     Yes, I received one.

12          **Q**     And that's why you're here today?

13          **A**     Yes.

14                   MS. CLARKSON:  We'll mark this as Exhibit A.

15          BY MS. CLARKSON:

16          **Q**     Where do you work now?

17          **A**     I work at Young Arts.

18          **Q**     Young Arts?

19          **A**     Young Arts.

20          **Q**     What is that?

21          **A**     It's also known as NFAA which is the National  
22 Foundation for Advancement in the Arts.  It's a  
23 non-profit organization that supports seventeen,  
24 eighteen year olds in music, dance, and the arts.

25          **Q**     How long have you been working at Young Arts?

1           **A**     Officially since May 1st.

2           **Q**     Of this year?

3           **A**     Yes. Full-time.

4           **Q**     Where did you work before Young Arts?

5           **A**     Before Young Arts I worked temporary jobs  
6 through an agency and then I worked at G&Z Processing  
7 Service.

8           **Q**     Is that G-N-Z?

9           **A**     The letter G, and, and the letter G Processing  
10 Service.

11          **Q**     How long did you work there?

12          **A**     Approximately two months.

13          **Q**     Do you remember when those two months were?

14          **A**     The end of August until about October. I'm  
15 not sure exactly what date.

16          **Q**     Did you bring some paperwork with you today?

17          **A**     I did.

18          **Q**     What did you bring with you today?

19          **A**     I brought with me a summary of the dates I  
20 started working there.

21          **Q**     This paperwork that you brought has to do with  
22 G&Z?

23          **A**     Yes.

24          **Q**     Can I take a look at it?

25          **A**     Sure.

1           **Q**     What's the other paper?

2           **A**     The other paper is what I gave G&Z by hand  
3 delivery.

4           **Q**     When did you do that?

5           **A**     I don't remember the date.

6           **Q**     On September 9th it says. Who is Duane?

7           **A**     Duane Oberhault (ph).

8           **Q**     Who is he?

9           **A**     He is a person that was familiar with what was  
10 happening with Stern. He gave a little background  
11 information and some web links.

12          **Q**     Are you familiar with what was going on with  
13 Stern?

14          **A**     Only through what I read in the articles.

15          **Q**     What articles?

16          **A**     Online. This is last year.

17          **Q**     You worked at the processing company?

18          **A**     Yes.

19          **Q**     What did you do?

20          **A**     I worked in the input department. I was  
21 processing civil action summons. I was just hired to  
22 enter data because I typed fast and to process serving  
23 papers.

24          **Q**     Were you serving papers?

25          **A**     No.

1           **Q**     You were processing them?

2           **A**     Processing.

3           **Q**     By phone?

4           **A**     Yes, in the input department. They had their  
5 servers serve papers.

6           **Q**     Were you aware that G&Z was hired by the Stern  
7 Law Office to service process?

8           **A**     Yes. As a matter of fact, when I interviewed  
9 on August 25th I think it was. He told me they were  
10 going to be acquiring forty more cases the following  
11 week so they needed somebody as soon as possible to work  
12 part-time on the 19th to serve papers that were required  
13 from Stern.

14          **Q**     On the 19th?

15          **A**     Right.

16          **Q**     Did you know who owned G&Z?

17          **A**     Yes, the person who interviewed me. From my  
18 understanding it was two partners. Gissen and Zawyer.

19          **Q**     Do you know who they are?

20          **A**     They are the owners to my knowledge.

21          **Q**     Do you know if they had a relationship with  
22 David Stern?

23          **A**     I'm not sure if David Stern was actually there  
24 but they had some kind of party where a bunch of their  
25 clients came over. I'm assuming that Stern was part of

1 that but I'm not sure.

2 Q Who had the party?

3 A G&Z. They had a party last year at night and  
4 I was working the night shift. A bunch of their clients  
5 came to the office. I wasn't introduced individually.  
6 I was just working.

7 Q What kind of relationship did G&Z have with  
8 David Stern as best as you can tell?

9 A That David Stern was a client of G&Z. I'm not  
10 sure how many years. I don't really know the history of  
11 that.

12 Q Was it an important client to G&Z?

13 A I believe so. They had other clients though  
14 like Ben Ezra that they would serve papers for.

15 Q Did they treat the Stern files differently  
16 than they treated the other files?

17 A I've only processed Stern files. During my  
18 training we had other cases and each one that I remember  
19 was handled differently for billing purposes. I think  
20 Stern was like forty-five dollars per person that they  
21 were serving. I'm not sure what it's called. But the  
22 billing was definitely different.

23 Q Can you explain how?

24 A The amounts that were charged.

25 Q Were more amounts charged for stern or less?



1           **A**     I don't recall. I don't remember.

2           **Q**     But you just remember something was funky with  
3 the billing?

4           **A**     Right. That was during my one week training.  
5 I do know we have to bill the clients in advance. It  
6 wouldn't be after the fact. From what I recall it would  
7 be at least four people that were being served. That's  
8 the person being served, their unknown spouse, Mary Jane  
9 and John Doe. So it's forty-five dollars times four.  
10 That's the amount that we would do before they got  
11 served or not, regardless if John Doe was served or the  
12 unknown spouse was served.

13          **Q**     It would still be a hundred and eighty  
14 dollars?

15          **A**     Right. That's what I remember.

16          **Q**     What did you think about that?

17          **A**     I thought that was a little unfair. I felt  
18 like I wanted to question why. I kind of got the  
19 impression from my trainers that we don't ask questions,  
20 we just do what we are told. There was really no  
21 handbook during my training as to which clients are  
22 billed. I would sit with each training and -- I'm  
23 trying to remember. It's been a year.

24          **Q**     That's okay.

25          **A**     We didn't have a manual so I was trying to

1 understand why they bill clients differently. I never  
2 really got an explanation. I just typed really fast and  
3 that's why I was hired.

4 **Q** Were you ever aware that Stern had an  
5 ownership interest in G&Z?

6 **A** No.

7 **Q** Besides process serving did G&Z offer any  
8 other services? Were there skip tracers in there?

9 **A** There were skip tracers, yes.

10 **Q** Were there investigators?

11 **A** Private investigators.

12 **Q** Did David Stern utilize them as well to the  
13 best of your knowledge?

14 **A** Yes. They had an office right next to the  
15 input department of about three or four individuals that  
16 were skip tracers. I think they had one private  
17 investigator. He was an older man. I don't recall his  
18 name.

19 **Q** How did you become aware that Stern was using  
20 them as well?

21 **A** Because when I was introduced during my  
22 interview and after I got hired they said this is our  
23 skip trace department and these are private  
24 investigator/skip tracers. That's how I was introduced,  
25 by title.

1           **Q**     How did you know that Stern used them?

2           **A**     I know that G&Z would use them.  When I would  
3 process the Stern papers sometimes if there's an  
4 incomplete address or something like that we would have  
5 to send it to the skip trace department.  We'd put it on  
6 top of the skip tracing file to be skip traced and try  
7 to find a correct address or social or whatever was  
8 missing.

9           **Q**     Do you know the names of anybody that worked  
10 over in that department?

11          **A**     In the skip trace department?

12          **Q**     Yes.

13          **A**     I know Michelle Gomez worked there for about a  
14 year or so.  Ira I think his name is.  It's a gentleman.

15          **Q**     Do you know his last name?

16          **A**     I don't recall.  I think his name was Ira.

17          **Q**     Did you ever have any discussions with  
18 Michelle Gomez about the way things were being run at  
19 G&Z?

20          **A**     Yes, I did.

21          **Q**     Could you tell me about those conversations?

22          **A**     Well, she told me that they are not doing due  
23 diligence or that something was not going on properly.  
24 She brought it to my attention that she was asking  
25 questions with the company.  I didn't really understand

1 what skip tracing involved so she would tell me as if I  
2 knew what due diligence is and I really didn't know  
3 that. I know that she told me she would ask questions  
4 about why do you do it this way and why do you do it  
5 that way and I think she asked too many questions and  
6 she got fired.

7 Q She got fired?

8 A Yeah, like within less than a week or so.

9 Q So how come you were there only for two  
10 months?

11 A I was there only two months because I had to  
12 sign a paper that said -- I wish I had that paper. They  
13 gave out a paper to all employees saying if you don't  
14 sign this paper you're pretty much considered fired.  
15 Don't even bother coming back to work if you don't sign  
16 it.

17 Q Was it a confidentiality agreement?

18 A Something like that, yeah.

19 Q What was in it that made you not want to sign  
20 it?

21 A I wish I had a copy of it.

22 Q I wish you did too.

23 A It's in my email somewhere. I didn't have  
24 internet at work the past couple of days.

25 Q You have a copy of it?

1           **A**     I have a copy somewhere in my email, yeah.

2           **Q**     Would you send it to me?

3           **A**     Yes, I can send it.

4           **Q**     Did you know Michelle outside of work?

5           **A**     I did.

6           **Q**     How did you know her?

7           **A**     I met her through my fiance.

8           BY MS. EDWARDS:

9           **Q**     Were you aware of any double sets of billing,  
10          if there were other amounts set up for the same process  
11          at the same time?

12          **A**     For the same case?

13          **Q**     Yes.

14          **A**     No.

15          **Q**     You said that there was bills sent out for  
16          service when service wasn't done?

17          **A**     Right. Like if John Doe got served they would  
18          bill for all four.

19          **Q**     So they would bill even if they didn't do  
20          process fully?

21          **A**     That's correct.

22          **Q**     And they did it before they served anybody?

23          **A**     That's correct.

24          **Q**     So they didn't know how many people they would  
25          be serving?

1           **A**     Exactly.

2           **Q**     And that was on the Stern Cases?

3           **A**     That was on the Stern cases, yes. The papers  
4     that I processed were mostly Stern. Myself and a  
5     gentleman named Tommy were both hired to work part-time  
6     from five to ten o'clock to process those papers. We  
7     would deal specifically with Stern.

8           **Q**     Do you know if the checks came in or how they  
9     were paid? Would you handle any of that?

10          **A**     No.

11          **Q**     So the checks would come in to some other  
12     department or somebody else that you didn't know?

13          **A**     Yes, that's correct.

14          **Q**     So did you mail out or you just did the  
15     invoices and leave them in the office?

16          **A**     I would just type them into the PST program  
17     and just bill the client, which was Stern.

18          **Q**     So would that just go through the software  
19     system to Stern without being mailed? It was just part  
20     of the system?

21          **A**     Unless another department mailed it I was just  
22     instructed to bill and then I believe somebody else  
23     would handle that. There was another person named  
24     Michelle.

25          **Q**     So you were inputting the information?

1           **A**     Just inputting, yes.

2           **Q**     Where would you get the information from?

3           **A**     The boxes would come from each county:  
4           Miami-Dade County, Broward, and West Palm Beach, the  
5           tri-county area.

6           **Q**     They were boxes with summons in them?

7           **A**     Civil action summons, yes. Some of them were  
8           stamped rush. The ones that were stamped rush were the  
9           ones we had to deal with first. Those are the ones we  
10          had to take care of because they were late or late  
11          arrivals for some reason.

12          **Q**     Did you ever handle any that didn't have John  
13          and Jane Doe on them?

14          **A**     No. Every single case had a John and Jane  
15          Doe.

16          **Q**     In every single case did John and Jane Doe not  
17          get served or do you know?

18          **A**     I think it just depends on each case. Whoever  
19          answers the door is the person that gets served.

20          **Q**     But when you received the civil action summons  
21          then you prepared the invoice which was then put in the  
22          system before even any attempt was made to serve them?

23          **A**     Yes, that's correct.

24          **Q**     And from that system it was then provided to  
25          Stern as far as you know?

1           **A**     Then we would put the papers from there after  
2 I typed them in, we'd place all four papers per county  
3 depending on -- we would use a map and depending on what  
4 name appears on what zip code we'd put them on their  
5 mailbox to be served.

6           **Q**     Did you put a copy of the invoice on it?

7           **A**     No. We only put invoices into the software.  
8 What I would print out is a job form or a server list  
9 and stapled it right on top so that way the server makes  
10 their notes on what their progress was.

11          **Q**     So you don't know what the procedure was to  
12 get those invoices paid?

13          **A**     No. After it left my hands that's all I know.

14          **Q**     Did you ever hear anything about how it got  
15 paid?

16          **A**     No.

17          **Q**     Is there anybody who would know that from G&Z?  
18 Was there anybody you dealt with at Stern's office?

19          **A**     No, never.

20          **Q**     So your only contact was with G&Z?

21          **A**     That's correct.

22          **Q**     Are you aware of anybody that handled these  
23 cases for Stern from his office?

24          **A**     These particular cases, I don't know. We  
25 would just get boxes.



1 BY MS. CLARKSON:

2 Q Can you tell me what was it in the  
3 confidentiality agreement that made you feel  
4 uncomfortable or unwilling to sign? Do you recall what  
5 it was? Obviously it was something, right?

6 A Yes. It was a certain paragraph that -- I'd  
7 have to send it to you by email. I apologize.

8 Q That's okay. But you will send it to me?

9 A Yes. I'll highlight it and tell you this is  
10 the part. It was something about being ethical or  
11 unethical or something like that.

12 Q Something to do with the way that G&Z was  
13 operating?

14 A Yes.

15 Q It didn't have to do with Stern? It had to do  
16 with the way they were operating?

17 A Right, the way they were operating. It didn't  
18 specify an particular client or anything. Can I mention  
19 that when I did get hired there they were in the process  
20 of implementing more security. They were setting up all  
21 the computers that week that I got hired and the  
22 following week so that nobody can use a USB drive to  
23 copy information or anything like that. Then they were  
24 just implementing more security in the company.

25 Q And their documents and for their work?

1           **A**     Right. I recall that. It was a transitional  
2 period.

3           **Q**     Do you recall getting any complaints from  
4 homeowners that their service was poor; that they didn't  
5 get it; that there was papers maybe just thrown down in  
6 the yard or over a fence or would that stuff not come to  
7 you?

8           **A**     No. If that did occur it would have to be  
9 during the day when everybody was there. By the time I  
10 get there thirty minutes later everybody is gone. So as  
11 far as me hearing conversations or anything was very  
12 limited.

13          **Q**     Okay. That makes sense. So you basically  
14 only worked with the night people and didn't have that  
15 much contact with the day people?

16          **A**     I didn't have that much contact other than  
17 when I was training and in that thirty minute gap when  
18 everyone is pretty much wrapping it up.

19          **Q**     Did you ever hear anything or did you ever  
20 notice anything that was to you made you feel  
21 uncomfortable about doing work over there, specifically  
22 with Stern's office besides the four names on every  
23 complaint?

24          **A**     Well, not with Stern but the way G&Z was  
25 handling. For instance, before I got hired I looked at

1 G&Z's website and the part where they said they use  
2 private investigators and skip tracers, it said that we  
3 have fully licensed private investigators. There was  
4 one guy Michael Gold and I mentioned him in that letter,  
5 that was a skip tracer but he wasn't licensed. He was  
6 still going to school. The only licensed private  
7 investigator that I recall was Ira and Michelle.

8 He was talking to a lady that I think only  
9 spoke Spanish. There was a language barrier. He was  
10 kind of bullying her. His tone of voice was well we  
11 need to serve these papers. He was acting as if he was  
12 a private investigator. He's even announced himself as  
13 a private investigator. He's right next to me in the  
14 other office and I just felt a little uncomfortable that  
15 he's claiming to be that and he's not. He was asking  
16 for her address and saying we have to do this and saying  
17 we'll serve it at your place of work if we need to. He  
18 was really --

19 Q Bullying her?

20 A Bullying her into getting information. I just  
21 kind of felt bad for the lady that he was talking to.

22 Q Nothing else about Stern?

23 A No. It was more about G&Z.

24 MS. CLARKSON: This is a two-page memo. It  
25 looks like it was sent to Duane. Enter that as

1 Exhibit B. There was a letter dated September 9,  
2 2009 that we'll enter as exhibit C.

3 BY MR. BRIESMEISTER:

4 Q Mary, are those copies that we can keep?

5 A You can keep those. Actually, I have copies  
6 on my little hard drive.

7 Q Mary, you indicated you were there  
8 approximately two months at G&Z. Can you tell us why  
9 you left, under what circumstances did you leave?

10 A Because I did not agree to sign that paper  
11 that everyone had to sign.

12 Q That's the only reason?

13 A That was it.

14 Q Did somebody come to you and say you must sign  
15 it or else you have to leave?

16 A It was a group meeting. It was said that  
17 everyone has to sign it. Don't even bother working here  
18 if you don't. They told everyone that they had to sign.

19 Q Did others leave?

20 A No.

21 Q At that point in time?

22 A No.

23 Q You were the only one?

24 A I was the only one to my knowledge. I think  
25 the environment from the impression I got at G&Z was

1 that people were there just for a job. They don't care  
2 and they're very young and joking around a lot. It was  
3 a very relaxed and playful kind of environment. I think  
4 people didn't want to lose their jobs. They were just  
5 grateful they had a job. I think that's why everybody  
6 signed it.

7 **Q** Was it your sense there was a lot of turnover  
8 at the company?

9 **A** Yes. Before I came into the picture I think a  
10 week before somebody was fired. I overheard that that  
11 female, and I don't know her name, either came back or  
12 that same time was cursing Michelle out. She was an  
13 executive at G&Z. I don't remember her last name.

14 **Q** So were there any other ex-employees or  
15 current employees that you think we should speak with?

16 **A** Michelle Gomez.

17 **Q** You indicated you have a copy of the  
18 confidentiality agreement in your email. Do you have  
19 any other emails or documents from the company in your  
20 possession?

21 **A** Not in my possession but I can definitely  
22 forward them. When I did present that document, the  
23 letter, I was contacted via email from one of the owners  
24 saying please call us. I was like I'm not dealing with  
25 it so I didn't call back.

1           **Q**     That was after your departure from the  
2 company?

3           **A**     That was after my departure.

4           **Q**     Who was it that contacted you, do you know?

5           **A**     Sean Zawyer.

6           **Q**     Do you know what he was trying to reach you  
7 for?

8           **A**     Probably trying to discuss the letter or talk  
9 me about of it. I don't know.

10          **Q**     Are you still in contact with any of the ex or  
11 current employees?

12          **A**     No.

13          **Q**     Anything else we haven't asked you that you  
14 feel is important for us to know about either business  
15 practices or whatever at G&Z?

16          **A**     When I got hired and during my interview we  
17 were told, for the input department at least, that we  
18 needed to process at least twenty-two cases per  
19 eight-hour shift. They were very big on like rushing.

20          **Q**     Productivity?

21          **A**     Yeah. It was almost like we didn't have time  
22 to really look at what we were doing. It's like this is  
23 the particular information, input that, turn that page,  
24 here's this piece of information, type that in. It's  
25 more about speed than accuracy per say. Although a

1 supervisor would look at the papers to see if they're  
2 pretty accurate.

3 One other thing now that you're asking me this  
4 is, I do remember being curious of what these papers are  
5 and I would turn to the back and see the contract, the  
6 lease purchase contract. I'm not sure what it was  
7 called. Of the person who purchased the home. I would  
8 see if somebody was married or not. We're serving  
9 unknown spouse but if you read a little bit closer you  
10 can see that they're married. If they didn't have a  
11 particular address it would be incorrect.

12 The cases that we received were from David  
13 Stern's office to G&Z. It was probably an oversight on  
14 David Stern's part. I don't know. I don't want to  
15 assume that. I do remember a couple of errors in the  
16 actual processing paper in the civil action. There were  
17 a few instances. I can't say more than ten since I've  
18 worked there. It wasn't all the time because I had to  
19 type so fast that I really couldn't like look at every  
20 single case. If I wanted to keep my job I had to do it  
21 quickly.

22 Q So what you're saying on those cases is if  
23 somebody would have looked they would have noticed that  
24 the address is definitely different than what's on the  
25 front to where they're going to be served? Is that what

1 you're saying?

2 **A** Yes, and on their marital status. I just  
3 would see a little inconsistency within the mortgage  
4 contract and the civil action summons.

5 **Q** Who would have been in charge of reviewing the  
6 work?

7 **A** That would have been the David Stern office  
8 from my understanding.

9 **Q** Who would have been in charge of reviewing  
10 your work at G&Z?

11 **A** The supervisor which is Eddie Torres. He  
12 would review how we were doing the serving papers. The  
13 person who would review the actual inputting information  
14 would be Michelle. I don't remember her last name.

15 **MR. BRIESMEISTER:** That's it.

16 **MS. CLARKSON:** We're done. If we print this  
17 up you have the right to read it or you can take  
18 for granted that she wrote down what you said  
19 accurately and you can waive that right. Would you  
20 like to read it?

21 **THE WITNESS:** I'll read it.

22 (Thereupon, the deposition was concluded at  
23 2:29 p.m.)

24

25



1 STATE OF FLORIDA )

2 COUNTY OF BROWARD )

3

4 I, the undersigned authority, certify that MARY R.  
5 CORDOVA appeared before me and was duly sworn.

6

7 WITNESS my hand and official seal this 23rd day of  
8 September, 2010.

9

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\_\_\_\_\_

Kalandra Smith

12

Notary Public - State of Florida

My Commission No.: EE3599

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My Commission Expires: 06/23/14

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The State of Florida, )  
County of Broward )

I, Kalandra Smith, Court Reporter and Notary Public in and for the State of Florida at Large, do hereby certify that aforementioned witness was by me first duly sworn to testify the whole truth; that I was authorized to and did report said deposition; and that the foregoing pages are a true and correct transcription of my reporting of said deposition.

I further certify that said deposition was taken at the time and place herein above set forth and that the taking of said deposition was commenced and completed as herein above set out.

I further certify that I am not an attorney or counsel of any of the parties, nor am I a relative or employee of any attorney or counsel of party connected with the action, nor am I financially interested in the action.

The foregoing certification of this transcript does not apply to any reproduction of the same by any means unless under the direct control and/or direction of the certifying reporter.

IN WITNESS WHEREOF, I have hereunto set my hand this 23rd day of September, 2010.

\_\_\_\_\_  
Kalandra Smith  
Notary Public - State of Florida  
My Commission No.: EE3599  
My Commission Expires: 06/23/14

READ AND SIGN

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I have read the foregoing pages and except for the corrections or amendments I have indicated on the sheets attached for such purposes, I hereby subscribe to the accuracy of this transcript.

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Signature of Deponent

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Date

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Under penalty of perjury, I declare that I have read my deposition and that it is true and correct subject to any changes in form or substance entered here.

Date:

Signature of Deponent:

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