

# HISPANIC & LAW OUTREACH FORUM ENFORCEMENT WORKSHOP

## PROTECTING HISPANIC CONSUMERS FROM FRAUD THROUGH LAW ENFORCEMENT

MAY 13, 2004

### PANELISTS & MODERATORS

#### KENNETH H. ABBE

Kenneth H. Abbe is a Staff Attorney in the FTC's Western Region Branch Office in Los Angeles. Since joining the Commission in 1999, Mr. Abbe has focused primarily on consumer protection matters. He has brought several cases in federal court alleging false and deceptive trade practices by telemarketers. Mr. Abbe has also been actively involved in antitrust merger review, investigating online retailers' business practices, the Commission's child protection efforts, and community outreach. Mr. Abbe started his career in private practice, specializing in antitrust and commercial litigation in California and the District of Columbia.

#### C. STEVEN BAKER

C. Steven Baker directs the FTC's Midwest Regional Office in Chicago, which does both consumer protection and antitrust work for the Commission. Mr. Baker joined the FTC in Washington, D.C., in September 1982 as a Staff Attorney in the Bureau of Consumer Protection, where he was engaged in federal court cases involving investment fraud. He later served as an Attorney Advisor to Chairman James C. Miller III and Chairman Daniel Oliver. Prior to joining the FTC, Mr. Baker served as a Law Clerk to U.S. District Judge D. Brook Bartlett in Kansas City, Mo.

#### J. HOWARD BEALES III

Howard Beales is the Director of the Federal Trade Commission's Bureau of Consumer Protection. Appointed by FTC Chairman Tim Muris in June 2001, Mr. Beales has experience in both academia and government. His major areas of expertise and interest include law and economics, the economic and legal aspects of marketing and advertising, and other aspects of government regulation of the economy. Mr. Beales began his career at the FTC in 1977 as an economist specializing in consumer protection issues. After serving in a number of management positions in the Bureau of Consumer Protection, he was named a Branch Chief in the Office of Management and Budget's (OMB) Office of Information and Regulatory Affairs. Mr. Beales left government in 1988 to become an Associate Professor of Strategic Management and Public Policy at George Washington University. He has published numerous scholarly articles on advertising and other aspects of consumer protection regulation.



## JENNIFER BRENNAN

Jennifer Brennan is a Staff Attorney in the FTC's Western Region Branch Office in Los Angeles. She has been with the FTC for more than four years. Ms. Brennan's cases have targeted deceptive marketing practices and have included a bogus work-at-home paralegal business opportunity, a multimillion dollar pyramid scheme, and a spam e-mail chain letter campaign. In the last few months, Ms. Brennan and Kenneth Abbe filed a lawsuit against Unicyber Technology Inc., a business that used Spanish-language television commercials to deceptively advertise computer equipment. The defendants stipulated to a preliminary injunction; the case is still pending.

## BETSY BRODER

Betsy Broder is an Assistant Director in the FTC's Division of Planning and Information, where she helps coordinate the agency's collection and analysis of consumer-related data, including the critical database and information sharing functions for identity theft and consumer fraud. She also assists in the oversight of the FTC's other identity theft initiatives, such as coordination with other law enforcement agencies, outreach to industry, and consumer education. Ms. Broder formerly served as Assistant Director of the FTC's Division of Marketing Practices, where she supervised consumer fraud litigation in federal court. During her 16 years at the FTC, Ms. Broder has led the investigation and civil prosecution of telemarketing boiler rooms, Internet pyramid schemes, and business and franchise scams in courts throughout the United States. Before coming to the FTC, Ms. Broder was an Assistant Attorney General for the state of New York.

## ESTHER CHAVEZ

Esther Chavez is an Assistant Attorney General with the Consumer Protection Division of the Office of Texas Attorney General Greg Abbott, where she handles multistate cases and other special litigation. Ms. Chavez previously served as Chief of the Consumer Division's Austin and El Paso Regional Offices. She is a regular speaker and commentator at consumer law seminars and conferences in Texas. Ms. Chavez also has served as Chair of the State Bar of Texas' Hispanic Concerns Section and as the State Bar's Vice Chair of the Committee for Legal Services to the Poor in Civil Matters.

## TOM COHN

Tom Cohn has been Senior Assistant Regional Director for the FTC's Northeast Regional Office since July 2000. After practicing business litigation in Boston for five years, Mr. Cohn joined the FTC's Bureau of Consumer Protection in January 1991. He served for more than five years in the FTC's Division of Marketing Practices, where he litigated fraud and rule violation cases, coordinated test shoppings of funeral homes for compliance with FTC's Funeral Rule, and helped develop and implement the Funeral Rule Offenders' Program. From 1996 to 1999, Mr. Cohn served as a Legal Advisor to Jodie Bernstein, former Director of the FTC's Bureau of Consumer Protection. Mr. Cohn assists the Regional Director with supervising the professional staff, leads multiagency law enforcement efforts against various deceptive practices, and acts as the FTC's consumer protection liaison with Massachusetts. He also conducts and coordinates regional outreach efforts to educate consumers, business groups, and law enforcement agencies on how to comply with a variety of laws enforced by the FTC.



## JOEL CRUZ-ESPARZA

Joel Cruz-Esparza is the Assistant Attorney General and the Director of the Consumer Protection Division of the New Mexico Office, which is involved in mediation of disputes, preventive legal education, legislative and regulatory work, and litigation. Mr. Cruz-Esparza has been practicing law for 20 years; he began his career as a Legal Services Attorney, providing legal representation to low-income and underrepresented families and individuals. He was in private practice in Albuquerque, N.M., concentrating in immigration law representing clients before the Immigration Court in El Paso, Texas and the Immigration and Naturalization Service in Albuquerque. Mr. Cruz-Esparza was born in the north of Old Mexico and was raised in Mexico City before immigrating with his parents to the United States.

## MARYANNE P. DAILEY

Maryanne P. Dailey is Executive Director for the Better Business Bureau Consumer Foundation, based in Charlotte, N.C. Ms. Dailey has been involved with the adult and Latin American populations for the last 13 years in employment and training, advocacy, and consumer fraud prevention. She has worked with the Better Business Bureau for five years, first as its Director of Operations and then as the Executive Director of its Consumer Foundation, a nonprofit charitable organization dedicated to preventing consumer fraud and financial exploitation within the community. Ms. Dailey also volunteers her time with the Charlotte Mecklenburg Police Department and the Queen City Optimist Club.

## CINDY D. DAVIS

Cindy D. Davis is the Head Deputy City Attorney in charge of the Consumer and Environmental Protection Unit with the San Diego City Attorney's Office. She has served as a Deputy City Attorney since 1999. Prior to joining the office, Ms. Davis was a Federal Judicial Law Clerk and in private practice in one of San Diego's largest firms. As a Deputy City Attorney, Ms. Davis prosecutes consumer and environmental harms in both the civil and criminal arenas. Based in San Diego, the Consumer and Environmental Protection Unit staffs a bilingual investigator, provides complaint forms in Spanish, and serves as a liaison to the local Spanish television network by providing consumer news pieces.

## BRAD ELBEIN

Brad Elbein is the Director of the Federal Trade Commission's Southwest Regional Office. In his previous job, he was Chief of the White Collar Crime Unit for the Fulton County District Attorney's Office in Atlanta, which prosecuted financial crimes from embezzlement and securities fraud to Internet crimes. Mr. Elbein formerly served as Section Chief for the Professional Liability Sections of the Resolution Trust Corporation in Houston and Atlanta. He also served as a Section Chief for the Federal Deposit Insurance Corporation's Litigation Section in Atlanta. Prior to government service, Mr. Elbein conducted an active private practice, which included criminal defense and commercial litigation. Mr. Elbein has published several law review articles, including articles in the *San Diego Law Review* and the *South Carolina Law Review*.



## HERSCHEL T. ELKINS

Herschel T. Elkins is the Special Assistant Attorney General for Consumer Policy, Coordination and Development in California. He has served as an Attorney in the California Attorney General's office for 47 years. Mr. Elkins was the Statewide Head of the Attorney General's Consumer Law Section, the first Chair of the California State Bar's Consumer Finance Committee, and the Past Chair of the California District Attorney's Association Consumer Protection Committee. Mr. Elkins also has chaired task forces and investigative committees on consumer protection matters, drafted many of California's consumer protection statutes, and is the author of the *Consumer Protection & Civil Injunctions Points and Authorities Manual*, now in its 18th edition.

## MONA FANDEL

Mona Fandel has been the Director of Consumer Affairs for Broward County, Fla., since 1996. The Consumer Affairs Division mediates, investigates, and litigates unfair and deceptive trade practices. In addition, the division regulates all taxis, limousines, moving companies, chauffeurs, auto repair and auto body shops, and technicians operating in Broward County. From 1983 until 1996, Ms. Fandel was an Assistant Attorney General in Florida and Bureau Chief in the Economic Crime Unit. She litigated and investigated RICO, Medicaid fraud, and consumer fraud cases. Ms. Fandel also has an AV rating from Martindale Hubbel.

## ANDREA FOSTER

Andrea Foster is the Director of the FTC's Southeast Regional Office. She is responsible for overseeing all litigation and, in some cases, serves as trial counsel in federal district court trials. Ms. Foster also is involved in regulatory interpretation and compliance review. Ms. Foster started her legal career with the FTC's Atlanta Regional Office as a Staff Attorney. She was lead counsel or second chair on numerous U.S. District Court matters, litigated civil actions against multimillion dollar fraudulent operations, and reviewed several corporate mergers. For three years Ms. Foster was on temporary assignment as a Special Assistant United States Attorney for the Eastern District of Tennessee, where she criminally prosecuted white collar fraud cases. After completing that assignment, she returned to the Regional Office as Assistant Regional Director, a position she held for a year-and-a-half.

## LEON T. GETER SR.

Leon T. Geter Sr. has over 17 years of professional experience in administration, management, agency oversight, social delinquency, criminal justice, program development, presentations, and social justice policy issues. Currently, Mr. Geter is the Project Manager for two National Criminal Justice Reference Services (NCJRS) Clearinghouses: the Bureau of Justice Statistics (BJS) Clearinghouse and the Office for Victims of Crime Resource Center (OVCRC). Previously, Mr. Geter served as the Program Director for OAR of Fairfax County Inc., a progressive social justice program. During his career, Mr. Geter has developed workshops, conducted training, and facilitated seminars for corrections and community-based organizations on issues such as victimization and re-entry. Mr. Geter chairs the Montgomery County Commission on Juvenile Justice.



## JOHN W. GILLIS

John W. Gillis was confirmed as the Director of the Justice Department's Office for Victims of Crime in September 2001. Mr. Gillis has a long and distinguished career in victim advocacy and law enforcement. Following the 1979 murder of his daughter Louarna, Mr. Gillis helped found Justice for Homicide Victims and the Coalition of Victims Equal Rights, a California organization that works on behalf of the rights of victims and their families. He also is the Founder of Victims & Friends United and an active member of Memory of Victims Everywhere and Parents of Murdered Children, a support group for families of homicide victims. In 1991, President George Bush presented Mr. Gillis with the National Crime Victim Service Award for his work in helping crime victims. In 1993, former Attorney General William Barr recognized Mr. Gillis' crime victim service with a Special Commendation Award. Mr. Gillis also is a member of the American Police Hall of Fame; from 1962 to his retirement in 1988, he served with the Los Angeles Police Department, retiring with the rank of Lieutenant, Assistant Commanding Officer.

## MARIO E. GODERICH

Mario E. Goderich is responsible for policy and administration for the Miami-Dade County Consumer Services Department, which is comprised of the County's Consumer Protection Division, Passenger Transportation Regulatory Division, and Cooperative Extension Division. The Department enforces the County's consumer protection laws and regulatory programs. Mr. Goderich has over 20 years of experience in the development of government regulatory programs, cable TV franchise administration, and telecommunications issues. He also serves in an advisory capacity to the county and municipalities in the areas of wireless/cellular towers, rights-of-way management, and FCC rulemakings that affect local government. Mr. Goderich is a regular guest lecturer on consumer protection law and policies at several south Florida universities.

## LOIS GREISMAN

Lois Greisman heads the Division of Planning and Information in the FTC's Bureau of Consumer Protection. She supervises the FTC's Identity Theft program, the Consumer Sentinel system, and the implementation of the National Do Not Call Registry, which contains over 59 million telephone numbers. Ms. Greisman also manages the agency's Consumer Response Center and its Internet Lab, and co-chairs the ABA's Consumer and Personal Rights Committee. Most recently, Ms. Greisman served as Chief of Staff to FTC Chairman Timothy J. Muris. She also has served as Attorney Advisor to Chairman Robert Pitofsky and Chairman Janet D. Steiger and, as such, reviewed virtually every consumer protection matter pending before the Commission from 1995 to 2001. Prior to those appointments, Ms. Greisman worked as Legal Advisor to the Director of the Bureau of Consumer Protection. Ms. Greisman joined the FTC in 1991 in its Division of Advertising Practices, after having worked as a Litigator at Steptoe & Johnson.

## ROBERT E. GRIFFY

Robert E. Griffy is the Deputy Attorney General for the Nevada Attorney General's Office, Bureau of Consumer Protection, where he focuses on prosecuting violations of deceptive trade practices and securities fraud. He assists in the drafting of search and arrest warrants, drafting criminal and civil complaints, litigating cases in court, and participating in multistate NAAG consumer cases. Prior to his current position, Mr. Griffy worked in a private practice on cases related to criminal law, civil law, and appellate practice. Mr. Griffy also has worked for the Las Vegas City Attorney Criminal Division, the Humboldt County District Attorney, and the Clark County Juvenile Court.



## VICKI HANCOCK, Ph.D.

Dr. Vicki Hancock serves as Division Director for Education and Outreach on the OVC Training and Technical Assistance Center project. Since 1987, her primary duties have been in new product development, constituent outreach, competitive intelligence, strategic planning, and process improvement. Dr. Hancock has facilitated the work of senior executive staff for strategic program planning and market expansion activities; planned and delivered professional development institutes and workshops (trainings) addressing professional content; developed and presented specialized content briefings for education groups; and led or co-led facilitation and project management efforts for organizations. Dr. Hancock has published over 40 articles in professional periodicals, and she co-developed a four-textbook series on effective decision-making. She has consulted for numerous schools and districts in the United States, Canada, Europe, Asia, and the Middle East, and has presented at hundreds of conference, workshop, and keynote sessions.

## PASTOR HERRERA JR.

Pastor Herrera Jr. has been involved in consumer protection for over 27 years. In March 1991, he was appointed Director of the Los Angeles County Department of Consumer Affairs. The department provides consumer protection services, including consumer counseling, complaint mediation and investigation, community outreach, and consumer education. Prior to his employment with the County of Los Angeles, Mr. Herrera was on staff with United Way Inc. and the East Los Angeles Community Service Organization. He also served as a consultant to community-based organizations. Mr. Herrera is a member of a number of boards and nongovernmental organizations, including the National Consumers League. He is the President and a board member of the Telecommunications Consumer Protection Fund Oversight Corp., and the founding member of the Los Angeles County Hispanic Managers Educational Foundation.

## MARCOS DANIEL JIMÉNEZ

Marcos Daniel Jiménez was sworn in as the 49th United States Attorney for the Southern District of Florida on August 5, 2002. As the U.S. Attorney, Mr. Jiménez is the chief federal law enforcement officer for the district. In addition, in January 2003, Attorney General John Ashcroft appointed Mr. Jiménez to serve on the Department of Justice's Attorney General's Advisory Committee. Mr. Jiménez also serves as a Core City U.S. Attorney supervising one of the nine regions for the nation's Organized Crime Drug Enforcement Task Force (OCDETF) program. Born in Havana, Cuba, Mr. Jiménez immigrated to the United States when he was 18 months old. After graduating from law school, Mr. Jiménez worked in private practice before serving as an Assistant U.S. Attorney for the Southern District of Florida from March 1989 until November 1992. Prior to his presidential appointment, Mr. Jiménez was an equity partner of White and Case LLP, where he specialized in commercial litigation and white-collar criminal defense. While in private practice, Mr. Jiménez was recognized for his community service, bar association efforts, and pro bono representation.

## J.R. KELLY

J.R. Kelly is the Director of the Division of Consumer Services in Florida. Mr. Kelly worked as a Sales and Use Tax and Corporate Income Tax Auditor with the Florida Department of Revenue until 1985. Thereafter, he worked in private practice as an Attorney before he joined the Florida Department of Agriculture and Consumer Services in 1991 as a Senior Attorney. He remained in that position until he became Assistant Director of the Division of Consumer Services in October 1992. In 1995, Mr. Kelly was promoted to his current position.



## FREDERIC A. KERSTEIN

Frederic A. Kerstein is the Chief of the Miami-Dade County Economic Crime Unit, Office of the State Attorney and Deputy Chief Assistant for Special Prosecutions. After working as an Assistant to the General Counsel of Standard Industries Incorporated in New York City, Mr. Kerstein was appointed the Assistant District Attorney in Bronx County, N.Y. He served in the Appeals Bureau and Investigations (Rackets) Bureau of that office. In July 1979, he was appointed Assistant State's Attorney in Dade County; in 1993, he helped create, and was supervisor of, the Hurricane Andrew Task Force. As an Assistant State's Attorney, Mr. Kerstein has successfully prosecuted cases in the areas of contractor fraud, credit card fraud, bank fraud, tax fraud, employee embezzlement, elderly exploitation, and insurance fraud.

## ELAINE KOLISH

Elaine Kolish is the Associate Director for the Division of Enforcement for the Bureau of Consumer Protection. She oversees compliance with more than a dozen statutes, regulations, and guides as well as administrative and district court orders in consumer protection matters. Ms. Kolish also oversees the Class Action Fairness Project, the Hispanic Law Enforcement Initiative, the Bureau of Consumer Protection's regulatory review and reform initiatives, and compliance with the Small Business Regulatory Enforcement Fairness Act. Prior to becoming the Associate Director, Ms. Kolish served as Assistant Director in the Division of Enforcement for eight years. She also served as an Assistant to the Director of the Bureau of Consumer Protection. Ms. Kolish is the 1993 recipient of the Federal Trade Commission's Outstanding Supervisor Award. In 1991, she received the Federal Trade Commission's Paul Rand Dixon Award for her contributions to the FTC's consumer protection mission.

## LAURA KOSS

Laura Koss is a Senior Attorney in the FTC's Division of Enforcement. During her 10 years at the FTC, Ms. Koss has worked on a variety of matters, including investigations involving the advertising and promotion of dietary supplement products for weight loss. She is the Coordinator of the Commission's Hispanic Law Enforcement Initiative, which has included systematic monitoring of Spanish-language advertising and increased law enforcement against companies targeting Hispanic consumers. In addition to her work on the Hispanic Law Enforcement Initiative, Ms. Koss is the Project Manager of the Commission's "Made in USA" enforcement project. Prior to working at the FTC, Ms. Koss was an Associate at Crowell & Moring, a law firm based in Washington, D.C.

## SOPHIA LOPEZ

Sophia Lopez is a career prosecutor who has served as a Cook County, Ill., Assistant State's Attorney since 1981. She is currently Supervisor of the Consumer Fraud Division, which investigates and prosecutes violations of Illinois consumer law. The Division specializes in consumer fraud and identity theft cases, and is instrumental in prosecuting these cases throughout Chicago and Cook County. Ms. Lopez also worked in the Civil Actions Bureau as well as the Criminal Bureau, Felony Trial Division, where she gained extensive trial experience by trying felony jury and bench trials ranging from murders to drug cases.



## GARTH C. LUCERO

Garth C. Lucero is Senior Counsel for the Consumer Protection Division of the Colorado Attorney General's Office with primary duties in consumer protection. For the past 20 years, Mr. Lucero has engaged in general civil litigation, administrative law, and senior management in various divisions of the Colorado Attorney General's Office, overseeing such areas as consumer protection, antitrust, consumer credit, public utilities, and general civil litigation division. Prior to joining the Attorney General's Office, Mr. Lucero was a Staff Attorney for Denver Legal Aid. In addition to prosecuting consumer fraud cases, Mr. Lucero oversees his office's complaint intake and mediation systems, consumer legislation, and consumer education projects.

## JONI LUPOVITZ

Joni Lupovitz has served as an Assistant Director in the FTC's Division of Enforcement since October 2000. In this position, she supervises a variety of law enforcement, order enforcement, and regulatory matters involving the marketing of health-related and other consumer products. Ms. Lupovitz previously served as an Attorney in the Division of Enforcement, assigned to handle deceptive advertising investigations and litigation. Before that, Ms. Lupovitz was a Partner with McDermott, Will & Emery, where she had a diverse civil litigation and administrative practice.

## RIC MADRIGAL

Ric Madrigal was appointed Assistant Attorney General in the Office of the Texas Attorney General in 1995 and presently serves as the Managing Attorney for the South Texas Regional Office of the Consumer Protection and Public Health Division. As Assistant Attorney General, Mr. Madrigal has successfully litigated cases against payday lenders and fraudulent immigration consultants. Recently, his office filed suit against two notaries engaged in the unauthorized practice of immigration law. These lawsuits are the first prosecutions under a new state law that makes it illegal for a notary public to accept compensation for preparing immigration forms. Formerly, Mr. Madrigal presided as Justice of the Peace in Travis County, Texas. In 1994, he received the Hispanic Leadership Award in Law from the League of United Latin American Citizens (LULAC), Austin Chapter.

## ROBERT D. McCALLUM JR.

Robert D. McCallum Jr. was appointed by President George W. Bush and confirmed by the United States Senate on July 1, 2003 to serve as Associate Attorney General. He had served as Assistant Attorney General for the Civil Division since September 2001. The Civil Division, with over 700 attorneys, is the largest legal division in the U.S. Department of Justice. As Assistant Attorney General, Mr. McCallum oversaw litigation involving, for example, the defense of challenges to presidential actions and acts of Congress; national security issues; immigration; benefit programs; commercial issues including health care fraud, banking, insurance, patents, and debt collection; and the Food, Drug and Cosmetic Act. Before joining the Civil Division, Mr. McCallum was a Partner at Alston & Bird in Atlanta. He joined the firm in 1973 and specialized in appellate practice, commercial real estate litigation, insurance class action litigation and administrative proceedings, and medical malpractice defense.





## JAY M. MILLER

Jay M. Miller is an Attorney and the Consumer Sentinel Program Manager in the FTC's Bureau of Consumer Protection, Division of Planning and Information. He is responsible for overseeing the FTC's Consumer Sentinel Network, a complaint database and cybertool that supports more than 1,000 law enforcement agencies in investigating and prosecuting consumer fraud, identity theft, and do-not-call matters. Mr. Miller joined the FTC in September 2002 after nearly four years as a Trial Attorney with the Commodity Futures Trading Commission's (CFTC) Western Regional Office. Prior to his work at the CFTC, Mr. Miller practiced business litigation at two Los Angeles law firms.

## TIMOTHY J. MURIS

Timothy J. Muris was sworn in on June 4, 2001, as Chairman of the Federal Trade Commission. President George W. Bush named Muris, a Republican, on April 26, 2001, and he was confirmed by the Senate on May 25, 2001. Chairman Muris has held three previous positions at the Commission: Assistant Director of the Planning Office (1974-1976), Director of the Bureau of Consumer Protection (1981-1983), and Director of the Bureau of Competition (1983-1985). After leaving the FTC in 1985, Chairman Muris served with the Executive Office of the President, Office of Management and Budget for three years. He then joined George Mason University School of Law as a Foundation Professor in 1988 and was interim dean of the law school from 1996 to 1997. He was also Of Counsel with the law firm of Collier, Shannon, Rill & Scott (1992-2000) and Howrey, Simon, Arnold & White (2000-2001). A member of the American Bar Association's Antitrust Section, Chairman Muris has written widely on antitrust, consumer protection, regulatory, and budget issues. In 1981, he served as the Deputy Counsel to the Presidential Task Force on Regulatory Relief, headed by then Vice President Bush.

## LYDIA B. PARNES

Lydia B. Parnes is the Deputy Director of the Bureau of Consumer Protection (BCP), the nation's only general jurisdiction consumer protection agency. With a staff of about 270 and a budget of \$100 million, BCP enforces a wide range of laws designed to prevent fraud and deception in the commercial marketplace, as well as to provide consumers with important information about the goods and services they purchase. As Deputy Director, Ms. Parnes assists the Director of the Bureau of Consumer Protection on a wide range of consumer protection policy and law enforcement issues, as well as in management of the Bureau. Ms. Parnes joined the FTC in 1981 as Attorney Advisor to the Chairman. During her career, she has held a number of management positions, including Associate Director of the Division of Marketing Practices from 1987 to 1992, and Assistant Director of the Division of Policy and Evaluation from 1985 to 1987.

## JOSE L. PEREZ

Jose L. Perez is the Deputy Bureau Chief of the New York State Attorney General's Consumer Frauds and Protection Bureau. Mr. Perez began his legal career as an Assistant District Attorney in the office of the Queens County District Attorney working in the Appeals, Criminal Court, and Homicide & Investigations Bureaus. He later served as a Law Guardian with the Legal Aid Society's Juvenile Rights Division, representing abused, neglected, and delinquent children in Family Court proceedings. He also was part of the New York City Housing Authority's Anti-Narcotics Strike Force, where he prosecuted eviction and forfeiture proceedings against public housing residents engaged in illegal activity. Mr. Perez returned to the Legal Aid Society as a Supervising Attorney in the Civil Division's Brooklyn Neighborhood Office, where he supervised the Housing and Family Law practices. Mr. Perez was selected by the Association of the Bar of the City of New York as one of its 1996 Legal Services Award recipients in recognition of his dedicated community service and work.



## RICK QUARESIMA

Rick Quaresima joined the FTC in 1990 and is currently Chief of the FTC's Criminal Liaison Unit, which was formed in December 2003 to enhance coordination between the FTC and criminal law enforcement authorities. Prior to that, Rick served as BCP's Regional Office Liaison and as a Legal Advisor to the Bureau Director. Rick also served as a litigating Staff Attorney for nine years in the Division of Marketing and as a Special Assistant U.S. Attorney in the Eastern District of Tennessee prosecuting telemarketing fraud cases.

## LISA M. RALEIGH

Lisa M. Raleigh is the Florida Attorney General's Bureau Chief for the Economic Crimes Division. Her practice includes both unfair and deceptive trade practice law and civil RICO actions. Ms. Raleigh has participated in a variety of multistate investigations, including acting as the settlement chair in the \$51 million settlement with Ford Motor Company and negotiating a separate agreement to provide contracts, supporting information, and customer service in Spanish when advertising in Spanish in a 13-state agreement with Echostar. Ms. Raleigh is a frequent speaker and panelist at seminars and is the incoming Vice Chair of the Florida Bar Consumer Protection Law Committee.

## ANTHONY RODRIGUEZ

Anthony "Tony" Rodriguez is a Staff Attorney at the National Consumer Law Center (D.C. office) and is co-author of NCLC's "Fair Credit Reporting (5th ed.)." Mr. Rodriguez previously served as the Director of the Massachusetts Attorney General's Disability Rights Project. While at the Massachusetts Attorney General's office, he also worked as an Assistant Attorney General in the Consumer Protection and Civil Rights Divisions, where he litigated telemarketing, credit repair, unauthorized practice of law and medicine, housing discrimination, and public accommodations cases. Mr. Rodriguez also was a Staff Attorney and Housing Unit Coordinator at San Fernando Valley Neighborhood Legal Services Inc., in Los Angeles and is a former President of the Massachusetts Association of Hispanic Attorneys.

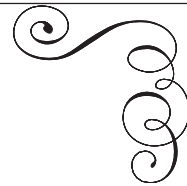
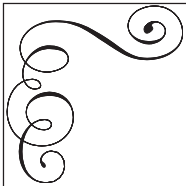
## GABRIEL ANDREW SANDOVAL

Gabriel Andrew Sandoval serves as the Directing Deputy City Attorney for the Office of Los Angeles City Attorney Rockard J. Delgadillo. Among his other professional responsibilities, Mr. Sandoval oversees the Immigration Fraud Strike Force. After graduating from law school, Mr. Sandoval served as a Judicial Law Clerk to the Honorable Carlos R. Moreno. Mr. Sandoval then joined the Los Angeles office of O'Melveny & Myers L.L.P. as an Associate in the firm's Labor and Employment Department. While at O'Melveny, Mr. Sandoval represented clients in both federal and state court on matters involving the California Fair Employment and Housing Act, National Labor Relations Act, Occupational Safety and Health Act, and Title VII of the Civil Rights Act. More recently, Mr. Sandoval served as Special Counsel to the California Secretary of Legal Affairs and as Special Assistant to the Director of Intergovernmental Relations in the Office of the Governor.



## TERESA A. SANTIAGO

Teresa A. Santiago is Chair and Executive Director of the New York State Consumer Protection Board. Ms. Santiago is a founding member, Chair, and the driving force behind Comité Noviembre, Puerto Rican Heritage Month, a nonprofit organization that promotes and commemorates Puerto Rican culture and heritage nationwide. Under her leadership, Comité Noviembre established an annual fundraising benefit, created the Comité Noviembre Day of Community Service and Social Responsibility, and established the Comité Noviembre Scholarship Awards Program. Ms. Santiago also has worked as Director of Marketing and Public Relations for a dry cleaning business, and as Director of Hispanic Experti, a division of a minority-owned public relations and advertising firm that specializes in the black and Hispanic consumer markets. She served as Deputy Director of Community and Legislative Affairs in the New York State Governor's Office for Hispanic Affairs from 1993 to 1995; as Director of Communications for the Association of Puerto Rican Executive Directors, a nonprofit advocacy organization; and as Director of Amigos de Pataki, the Hispanic component of Governor Pataki's 2002 re-election campaign. In addition, she has served as board chair of the Institute for the Puerto Rican/Hispanic Elderly; on the board of Regional Aid for Interim Needs Inc. (RAIN Inc.), which serves the elderly population of the Bronx; and on the St. Pius V. High School Advisory Board. Ms. Santiago has received numerous awards, including El Diario/La Prensa's Influential Latinas Recognition.



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