

Why we took legal action and its resolution, 26 months later

How we found out

Back in 2022, a California court reporter alerted a California certified court interpreter that his name had been fraudulently used by an impostor claiming to be him during a remote Workers Comp deposition. The Association of Independent Judicial Interpreters of California (AIJIC) followed up on that and eventually started receiving additional tips from interpreters, more court reporters and attorneys regarding similar incidents during remote depositions. We were informed that some of the “interpreters” would refuse to turn their cameras on or show their badges, gave strange “certification numbers,” were unable to interpret competently or behaved unprofessionally enough to raise red flags. All these individuals impersonated real California certified interpreters and all the instances had in common the same language service provider: One Call, based in Jacksonville, Florida

The evidence we gathered

AIJIC obtained sworn declarations from court reporters and the interpreters whose names/certification numbers were fraudulently used by the impersonators, and our attorneys, Rachel S. Doughty and Rae Lovko from Greenfire Law, sent a Cease and Desist letter to One Call in December 2022 demanding a stop of the instances of impersonation. At this point, we had evidence of nine cases of impersonation in remote Workers Comp depositions.

One Call's response

One Call initially ignored our Cease and Desist letter but eventually their chief counsel, Steven Davis, met with our attorneys via phone conference and blamed the instances of impersonation on vendors used by One Call to book interpreters for depositions. He assured our attorneys that One Call had terminated its business relationship with those vendors involved in the impersonations. and that impersonation instances wouldn't happen again.

The impersonators became smarter and bolder

In 2023, the impersonations continued, and we noticed two new trends. First, the impostors were fraudulently using the names of California certified court interpreters employed by the courts. The reason seemed obvious: if court reporters had previously been instrumental in recognizing an impersonator because they knew the real interpreter, by impersonating a court employee the impostors minimized the possibility that the court reporter would know the real interpreter (because interpreters who work for the courts usually don't interpret depositions and if they do, it's rare). Second, the impostors were using fake Judicial Council certification badges with the names of real certified court interpreters and photos of the impostors. Sometimes, fake certification numbers were used too. We uncovered six more cases of interpreter fraud in 2023. It was clear that our Cease and Desist letter hadn't accomplished the intended results.

AIJIC sues One Call

In light of the identity theft that showed no signs of slowing down, in January 2024 AIJIC sued One Call in the Los Angeles Superior Court for unfair business practices (you can read the complaint here <https://www.aijic.org/post/aijic-v-one-call>). AIJIC asked the court for an order compelling One Call to stop the impersonation. The judge assigned to our case was the Honorable Wendy Chang. We introduced evidence for 15 proven cases of interpreter impersonation and also uncovered additional instances where interpreters sent to a deposition by One Call were not certified despite being legally required to be certified.

One Call's defense

One Call was represented by Duane Morris, a law firm with more than 900 attorneys in offices in the US and internationally. Through its counsel, One Call denied wrongdoing by claiming they were repeatedly duped by unscrupulous vendors, whom they blamed for the instances of impersonation in 2022, 2023 and 2024. In May 2024, One Call filed a motion for summary judgment asking the court to dismiss our case. In this motion, One Call argued (without supporting evidence) that the impersonations were no longer occurring and that the involved vendors were not agents of One Call.

Former prosecutor joins AIJIC's legal team

AIJIC retains Shaddi Kamiabipour to work alongside Greenfire Law in the case. Ms. Kamiabipour is a former senior deputy district attorney and Assistant Head of Court of the Insurance Fraud Unit in the County of Orange. She currently has her own private practice as a legal consultant and strategist within the anti-fraud community.

Settlement

On March 2024, AIJIC and One Call reached a settlement pursuant to the terms of the following consent judgment: [link](#)