

IN THE CIRCUIT COURT OF THE SIXTH JUDICIAL CIRCUIT
~~CHAMPAIGN~~ COUNTY, ILLINOIS

Ford

SUBURBAN EXPRESS, INC.,)
Plaintiff,) Case No. *2013 SC 13*
) Amount Claimed: 559.75
) plus costs & attorney's fees
vs.)
)
Jacqueline Maravilla)
Defendant,)

FILED IN THE CIRCUIT COURT
OF FORD COUNTY ILLINOIS
JAN 07 2013
Lynn Ewans
CLERK

COMPLAINT

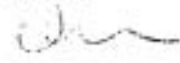
NOW COMES the Plaintiff, SUBURBAN EXPRESS, INC., an Illinois corporation for its Complaint against the Defendant, «Name», states as follows:

1. Plaintiff, SUBURBAN EXPRESS, INC is a corporation duly licensed to do business under the laws of the State of Illinois.
2. Defendant Jacqueline Maravilla is a resident of Palatine 60067 in the State of IL.
3. Defendant requested Plaintiff to provide a seat on a vehicle operating between an origin location and a destination location.
4. Plaintiff agreed to provide a seat pursuant to the terms of a written contract, ("Contract"), a true and correct copy of which is attached hereto and marked Exhibit "A".
5. Defendant accepted the terms of the Contract.
6. Agreed venue for disputes is Ford County, IL.
7. Plaintiff has performed all terms and conditions of the Contract, and in particular, made a seat available to Defendant at the requested time on the requested date.
8. Defendant has failed to make payment as provided under the terms of the Contract.
9. As a result of the failure to pay for seat as provided under the Contract, Defendant is indebted to Plaintiff in

the amount of 559.75.

10. The Contract provides for attorney's fees and costs to the prevailing party.

SUBURBAN EXPRESS, INC.,
Plaintiff

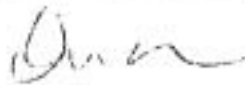
By: 
Its President
SUBURBAN EXPRESS, INC.,
Plaintiff

STATE OF ILLINOIS)
) SS
COUNTY OF FORD)

VERIFICATION

Under Penalties as provided by law pursuant to section 1-109 of the code of Civil Procedure, the undersigned certifies that the statements set forth in this Complaint are true and correct, except as to matters therein stated to be on information and belief, and as to such matters the undersigned certifies as aforesaid that he verily believes the same to be true.

Dated this 4 day of Jan, 2013.


President
SUBURBAN EXPRESS, INC.,
Plaintiff
714 S Sixth Street
Champaign, IL 61820
(217) 344-2600

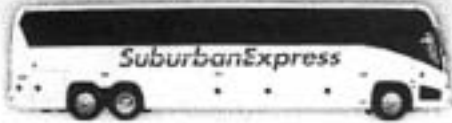
Carefully Read Terms & Conditions:**Terms & Conditions**

- By clicking the "PAY and Generate Tickets" button below, you confirm your acceptance of Illini Shuttle and Suburban Express web store policies, listed below.
- It is mutually agreed that the terms of this contract can only be modified in writing. Modifications to the terms of this contract are valid only if signed by president of company. No oral modifications of the terms of this contract by an employee, agent of company, or perceived agent of company shall be valid under any circumstance. Tickets are non-refundable, non-exchangeable, and cannot be used on another day or at another time.
- No refunds will be given for duplicate or incorrect reservations. Please inspect the contents of your basket carefully before paying. Please do not press the "Pay..." button below unless you want to make immediate and IRREVOCABLE payment.
- You MUST print out your ticket and present it to bus driver to board. You will not be permitted to board without a printed ticket.
- In the event that your ticket is altered, multiple copies of your ticket are collected by driver(s), your ticket is used for transportation on the wrong date or trip or between the wrong stops, you agree to pay the applicable full fare plus \$100 for each invalid, altered or duplicate ticket collected, and authorize us to charge your credit card for same.
- You agree that Suburban Express / Illini Shuttle liability shall be limited to the cost of your ticket, and that Suburban Express / Illini Shuttle shall not be liable beyond the cost of your ticket under any circumstance.
- If passenger or passenger parent / friend / companion / ride interferes with or delays departure of bus in any way, engages in disruptive behavior, or uses offensive or aggressive language in dealing with company, company employees, subcontractors, or subcontractor employees, you agree to pay Suburban Express the amount of \$500 for liquidated damages sustained by Suburban Express resulting from the aforementioned actions, and authorize us to charge your credit card for same.
- If an attorney is retained to contact you in relation to any violation of the terms and conditions contained herein, you agree to pay said attorney a minimum of 3/4 hour at the prevailing rate.
- You agree to direct all questions and concerns pertaining to credit card charges or credits to Suburban Express / Illini Shuttle IN WRITING at PO Box 2400, Champaign, IL 61825.
- You agree to pay any and all collection costs, including attorney's fees, should collection or other legal action become necessary, and that the agreed venue for any legal action arising out of this transaction shall be Ford County, Illinois.

 I AGREE TO ALL OF THE ABOVE TERMS & CONDITIONS[Validate](#) | [< Go Back](#) | [PAY and Generate Tickets >](#)

This web store is operated by Suburban Express LTD
714 S Sixth Street, Champaign, IL 61820

Exhibit
A



Suburban Express / Illini Shuttle Online Ticket Store



Checkout Progress: [Inspect Basket Contents](#) -> [Pay](#) -> [Print Confirmation](#) -> [Done](#)

Enter Payment Information

Please check your selection carefully:

Date	#	Schedule		Fare
2013-01-05	500	depart arrive	Hilton Champaign Oakbrook Mall	4:15 AM 7:10 AM
Transaction Charge:				\$1.00
Total:				\$26.95

Coupon code: [Apply Discount](#)

Enter Your Billing and Payment Information:

Cardholder Name & Card Billing Address	
Billing address not in the US? Click here	
First Name:	<input type="text"/> (Required)
Middle Initial:	<input type="text"/>
Last Name:	<input type="text"/> (Required)
Primary Phone:	<input type="text"/> (Required)
Backup Phone:	<input type="text"/>
Your transaction will be declined if the address you enter below does not match the address which appears on your credit card statement.	
Address Line 1:	<input type="text"/> (Required)
Address Line 2:	<input type="text"/>
City:	<input type="text"/> (Required)
State:	<input type="text"/> (Required)
Zip Code:	<input type="text"/> (Required)
Payment Method	
Payment Type:	<input type="text" value="Visa"/> (Required)
Card Number:	<input type="text"/> (16 digits)
Expiration Date:	<input type="text"/> (Format: mm/yy)
Card Verification #:	<input type="text"/> digits on back of card (Required)
Customer Email Address	
Email Address:	<input type="text"/> (Required)
Confirm Email Address:	<input type="text"/> (Required)
Please type your email address twice for verification. Your address will be used to send transaction information. It will not be sold or shared.	
Email about Promotions?	<input type="text" value="Uggh, no!"/> (Required)

Banned 1/3/2013

Suburban Express
P.O. Box 4048
Lisle, IL 60532

minus
as suit

February 8, 2012

Jacqueline Maravilla
845 N. Marsha Dr
Palatine, IL 60067

re: Debt related to Ticket 838438

500
x
14 x 500

Jacqueline,

The above-listed ticket was purchased with your credit card ****5392. When you made your purchase, you agreed to our standard terms and conditions, which include:

- By clicking the Pay and Generate Tickets button, below, you confirm your acceptance of Illini Shuttle and Suburban Express web store policies, listed below.

- No refunds will be given for duplicate or incorrect reservations. Please inspect the contents of your basket carefully before paying. Please do not press "Pay..." Button below unless you want to make immediate and IRREVOCABLE payment.

-You MUST print out your ticket and present it to bus driver to board. You will not be permitted to board without a printed ticket.

-If passenger or passenger parent/ friend/ companion/ ride interferes with or delays departure of bus in any way, engages in disruptive behavior, or uses offensive or aggressive language in dealing with company, company employees, subcontractors, or subcontractor employees, you agree to pay Suburban Express the amount of \$500 for liquidated damages sustained by Suburban Express resulting from the aforementioned actions, and authorize us to charge your credit card for same.

- You agree to pay any and all collection costs, including attorney's fees, should collection or other action become necessary, and that the agreed venue for any legal action arising out of this transaction shall be Ford County, IL.

You showed up on 10/01/11 without a printed ticket and wanted to board the shuttle. Our driver would not allow you to board

without a ticket, per company policy. Your parent or friend demanded the driver's name, then stated he was a surgical doctor who would hurt the driver badly if he ever saw the driver on his surgical table. This aggressive language violates the terms and conditions you agreed to when purchasing your ticket.

Therefore, formal demand for payment of \$500.00 is hereby made. Please furnish a certified check or money order for \$500.00 no later than February 20, 2012.

If payment is not received in our office on or prior to February 20, we will be filing suit in Ford County, IL small claims court. You will be held responsible for not only the \$500.00 debt, and also:

- filing fees
- cost of serving you
- attorney's fees

Typically, these fees add up to about \$200, and we typically prevail in our small claims cases.

Govern your actions accordingly.

Regards,

Suburban Express

Mailed 2/8/12

February 7, 2012

Highland Park IVF Center
767 Park Avenue West Suite B400
Highland Park, IL 60035

Please find enclosed copies of complaints we are filing with the Illinois Department of Financial and Professional Regulation and the Illinois Attorney General regarding Mr. Alveric Maravilla.

Allerton Charter Coach, Inc.

Mailed 2/21/12

Illinois Department of Financial and Professional Regulation

Division of Professional Regulation

James R. Thompson Center
Complaint Intake Unit
100 West Randolph Street
Suite 9-300
Chicago, Illinois 60601
312/814-6910

COMPLAINT / CLAIM INTAKE REPORT

1. Please type or print clearly in dark ink.
2. Please attach copies of important papers concerning your complaint / claim.

COMPLAINANT

Your f	Daytime Telephone No. 217 344 2600
Mailing Address Po Box 4048	Evening Telephone No. 217 344 2600
City/Town Lisle	State Illinois
	ZIP Code 60532

YOUR COMPLAINT/CLAIM IS AGAINST (RESPONDENT)

Name of Provider of Services Alveric Maravilla	Profession Embryologist	Telephone No. (847) 991-3346
Street Address 845 N. Marsha Dr.	State IL	Date Event Occurred 10-1-11
City/Town Palatine	ZIP Code 60067	County of Occurrence Cook

Briefly describe your complaint / claim:

Alveric Maravilla, who identified himself as a surgeon, who is presumably licensed to do business in Illinois, recently issued the following threat to one of our employees: "I am a surgical doctor and if I ever see you on my surgical table, I will hurt you bad." We are concerned that this person may not be mentally fit to be practicing medicine in Illinois, and we request that you take appropriate action to protect the public. We have attached as exhibits a written statement from the driver, the name and address of the person who made the threat, and the names and addresses of two witnesses to the incident.

DEPARTMENT USE ONLY

Complaint/Claim Received By: _____ Date: _____

How Received: Phone Letter Walk-in

10/3/11

On 10/1/11 at my woodfield stop on Trip 1105 I had a ticket issue with a passenger, her name is Jacqueline Maravilla. She said that she purchased a ticket, but showed up to ride without a valid ticket. I would not let her board without a valid ticket. I explained to her and her dad, Mr Maravilla that you can not board without a ticket. She was upset. She said that our website would not let her print the ticket. I called Dennis, he said the website was fine and that she can't ride. I Finally got them to understand that, They want to their car and I went to my sprinter and got in and was ready to depart, when the Father and Daughter came over to my drivers window and wanted my name, I told them that I did not have to give it to them. He kept wanting my name. So I gave them my first name (Jim), He said that their are a lot of Jim's ~~and~~ and he wanted my last name, I said no. He kept after me and after me. So I raised my voice and told him. no again and that besides you are making my departure late. Mr Maravilla yelled back at me and said that no one - NO ONE raises their voice at me and went in front of the sprinter and kept yelling that, Then he came to my drivers side window and told me that ~~she~~ he is a surgical doctor and if he ever sees me on his surgical table that he would hurt me bad. Then he went back in front of the sprinter, not letting me leave. As he was yelling, I told his daughter that if she gave me her full name, then I would give her my last name. She was telling dad to be quiet.

Finally they got in their car and I departed. I called Dennis and told him of the confrontation. Then I told my passengers that I was sorry that they had to hear that. I asked them if they heard him threaten me and they said yes. The passengers named Arka Banerjee and Eric Gomez said that they could not believe how unprofessional that was for a doctor to act that way.

Jim Eytanson