## BEFORE OFFICE OF TAX APPEALS

STATE OF CALIFORNIA

IN THE MATTER OF THE APPEAL OF: ) PETER MARCO, LLC., ) OTA CASE NO. 20086569 APPELLANT. )

CERTIFIED COPY

TRANSCRIPT OF PROCEEDINGS Cerritos, California

Tuesday, October 10, 2023

Reported by:

SHELBY K. MAASKE Hearing Reporter

Job No.: 44374 OTA(A)

1	BEFORE OFFICE OF TAX APPEALS
2	STATE OF CALIFORNIA
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6	) PETER MARCO, LLC., ) OTA CASE NO. 20086569
7	) APPELLANT. )
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15	TRANSCRIPT OF PROCEEDINGS, taken at
16	12900 Park Plaza Drive, Suite 300, Cerritos,
17	California, commencing at 9:30 a.m. and
18	adjourning at 10:38 a.m. on Tuesday,
19	October 10, 2023, reported by Shelby K. Maaske,
20	Hearing Reporter.
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1	APPEARANCES:	
2 3	Panel Lead:	Hon. Keith Long
4		
5	Panel Members:	Hon. Teresa Stanley
6		Hon. Joshua Aldrich
7 8	For the Appellant:	Michael Shaff Peter Voutsas Shirin Husnani
9		
10 11	For the Respondent:	Jarrett Noble, CDTFA Attorney
12		Cary Huxoll, CDTFA Attorney
13		Jason Parker,
14 15		Hearing Representative
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6	EXHIBITS
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8	(CDTFA's exhibits were received at pages 8)
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Cerritos, California; Tuesday, October 10, 2023 9:30 a.m.

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ADMINISTRATIVE LAW JUDGE LONG: We are opening the record in the appeal of Peter Mark, LLC., OTA Case No. 20086569. This matter is being held before the Office of Tax Appeals. Today's date is Tuesday, October 10, 2023, and the time is approximately 9:30 a.m. This hearing is being convened in Cerritos, California.

Today's hearing is being heard by a panel of three administrative law judges. My name is Keith Long, and I will be the lead administrative law judge. Judge Theresa Stanley and Judge Josh Aldrich are the other members of this tax appeals panel. All three judges will meet after the hearing and produce a written decision as equal participants.

18 Although the lead judge will conduct the hearing, 19 any judge on this panel may ask questions or otherwise 20 participate to ensure we have all of the information 21 needed to decide this appeal. Also present is our 22 stenographer, Ms. Maaske, who is reporting this hearing 23 verbatim. To ensure we have an accurate record, we ask 24 that everyone speaks one at a time and does not speak over each other. Also, speak clearly and loudly. 25

When needed, Ms. Maaske will stop the hearing
 process and ask for clarification. After the hearing,
 Ms. Maaske will produce the official hearing transcript
 which will be available at the Office of Tax Appeals
 website.

The Office of Tax Appeals is an independent and neutral agency. It is not a tax court. All three judges are co-equal decision makers, and we can ask questions at any time. I'd like to offer a few reminders to help the process run as smoothly as possible. Please ensure your microphone is not muted when you speak, otherwise, your voice will not be picked up on the live stream and we may not be able to hear you in the room.

As a reminder, these proceedings are being broadcast live, and anything said today and information shared today is publicly viewable on the live stream.

For the record, will the parties please state their names and who they represent, starting with the representatives from CDTFA.

20MR. NOBLE: Hello, I'm Jarett Noble with CDTFA.21MR. HUXSOLL: Cary Huxsoll with CDTFA's legal22division.

23 MR. PARKER: Jason Parker, chief of Operations24 Headquarters with CDTFA.

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ADMINISTRATIVE LAW JUDGE LONG: And for

Appellant?

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2 MR. SHAFF: Michael Shaff, counsel for 3 Petitioner, Peter Marco, LLC.

4 MR. VOUTSAS: Peter Voutsas, the owner of Peter 5 Marco, LLC.

MS. HUSNANI: Shirin Husnani, I'm the accountant for Peter Marco, LLC.

ADMINISTRATIVE LAW JUDGE LONG: Thank you.

9 Today, my understanding is that, with respect to 10 witnesses, we have as follows: At the prehearing conference, Appellant stated that it would provide sworn 11 declarations from Peter Voutsas and Shirin Husnani in 12 13 place of direct testimony. In addition, both Mr. Voutsas 14 and Ms. Husnani were going to be made available for 15 cross-examination. For the cross-examination, we will 16 have to swear both people in.

Would you please raise your right hand.

(The witnesses were sworn.)

MR. VOUTSAS: I do.

MS. HUSNANI: I do.

ADMINISTRATIVE LAW JUDGE LONG: Thank you. And, actually, when it comes time to speak, please move the microphones a little closer to yourselves. Thank you.

Following our prehearing conference, CDTFA
provided a revised exhibit index consisting of Exhibits A

through O. At the prehearing conference, Appellant did not have any objections to Exhibits A through M, and they are admitted without objection.

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(CDTFA's exhibits were received in evidence.) ADMINISTRATIVE LAW JUDGE LONG: My understanding is that Exhibits N and O are re-audit working papers which reduced the taxable measure. Exhibits N and O were inadvertently left out of the exhibit binder, however that does not affect their status as exhibits. Does Appellant have any objections to CDTFA Exhibits N through O?

MR. SHAFF: No, your Honor.

ADMINISTRATIVE LAW JUDGE LONG: Thank you.

In addition, Appellant's exhibits were identified in an exhibit index at the pre-hearing conference as Exhibits 1 through 68. At the prehearing conference, CDTFA had no objections to the exhibits, however, by e-mail, dated September 20th, OTA informed Appellant that it was missing certain exhibits, including Exhibits 34 for Monaz Yashari, and 36 for Mary Beth Brown.

OTA did not receive a response by the due date of September 25th with respect to this e-mail. In addition, Appellant stated that it would make a submission in response to CDTFA's re-audits No. 5 and 6 by the September 25, 2023, deadline, however, nothing was received. Is there an explanation for what happened with these exhibits?

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MR. SHAFF: Yes. We did respond to the e-mail that we received for the two missing exhibits the day we got that e-mail, absolutely, and it was acknowledged received. And we provided detailed work papers in response to the -- absolutely. We absolutely did.

Ms. Husnani prepared a response to the re-audit and we submitted that timely. I'm rather surprised, to be honest with you.

ADMINISTRATIVE LAW JUDGE LONG: My apologies. I only see the two declarations, so I will have to follow up and make sure I can have them. And if I don't have them, I will follow up in a post-hearing order. Okay. And we will get a different copy, and we will give OTA additional time to respond if that is the case. Okay?

MR. SHAFF: It was the case, I can assure you.
Thank you.

ADMINISTRATIVE LAW JUDGE LONG: Okay. All right. With respect to the timely statements from Mr. Voutsas and Ms. Husnani, we are labeling these as Exhibits 69 through 70, and they were discussed in the context of the witness presentation.

24 Does CDTFA have any objections to these 25 documents? MR. NOBLE: No, Judge Long, no objections. ADMINISTRATIVE LAW JUDGE LONG: Thank you. As a result, Exhibits 1 through 69 -- I'm sorry. 1 through 33, 35, 36 through 70 are admitted into the record, and Exhibits 34 and 36 will be admitted into the record pending the review that we receive them, and if they -- if we do not have a copy upon my review, I will request them through a prehearing order.

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I'm being told that Exhibits 34 and 36 are in the prehearing binder. They may have been mislabeled. So it looks like everything is there. So we have the exhibits. That's great.

(Appellant's exhibits were received in evidence.)
ADMINISTRATIVE LAW JUDGE LONG: As to issues.
There is one issue in this appeal and it is whether
further adjustments are warranted to the measure of
disallowed claimed nontaxable sales in interstate
commerce.

OTA notes that during the prehearing conference, CDTFA stated that, as a result of the fifth and sixth re-audit of the Appellant, the taxable measure has been reduced to \$2,778,460.00. Today's hearing is expected to take approximately two hours, with Appellant's opening presentation being allowed 80 minutes, CDTFA's opening presentation 25 minutes, and Appellant's final statement

1 being 25 minutes. 2 Does anyone have any questions before we move on 3 to opening presentations? 4 MR. SHAFF: No judge. 5 ADMINISTRATIVE LAW JUDGE LONG: Okay. Then we are ready to begin. When Appellant is ready, you may 6 7 begin your presentation. MR. SHAFF: Thank you. I have a brief opening 8 9 statement. 10 11 OPENING PRESENTATION 12 MR. SHAFF: Peter Marco, LLC operates a jewelry 13 store on Rodeo Drive in Beverly Hills. It's a 14 world-renowned tourist magnet for potential shoppers 15 around the country and around the world. A substantial portion of the taxpayer's business consists of sales from 16 17 people outside California. 18 ADMINISTRATIVE LAW JUDGE ALDRICH: Mr. Shaff? 19 I'm sorry to interject, but would you move the microphone 20 a little closer. 21 MR. SHAFF: Sorry. While some customers elect to 22 take their purchases with them, the majority do not. For 23 some, the taxpayer obtains a GIA gem appraisal for the 24 customer's insurance. Others intend on continuing their 25 travels and do not wish to have valuable jewelry with

1 them. And for others -- rings, watches, and other
2 items -- have to be sized and personalized before they can
3 be delivered.

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The taxpayer maintains insurance of up to \$100,000.00 per shipment. Jewelry valued at a higher rate, the taxpayer may charge separately for the cost of insurance. The taxpayer maintains a copy of the out-of-state shipping statement and of the common carrier, usually Federal Express, shipping label.

The CDTFA's own website offers the following guidelines for substantiating out-of-state shipments: "Deliveries made for you by a common carrier, bills of lading, express or parcel post receipts, express company invoices, sales invoices showing postage, record of parcel posted shipment charges, freight invoices."

The taxpayer would obtain out-of-state shipping instructions on a form intended to apply with Revenue and Taxation Code 6247 at the time of the sale consistent with the Board's holding in Holiday World.

The facts of this case are not completely analogous of Holiday World in that the taxpayer's customers would have their purchases shipped out of state, Holiday World sold RVs that were driven off the lot.

At this time, I will yield my time to allow the CDTFA to cross-examine our two witnesses.

1 Sorry. Just a brief discussion. MR. NOBLE: We 2 don't have any questions for the witnesses. Thank you. 3 ADMINISTRATIVE LAW JUDGE LONG: Thank you. 4 MR. SHAFF: For the record, have their 5 declarations been accepted into evidence as their direct testimony? 6 7 ADMINISTRATIVE LAW JUDGE LONG: Yes. This is not going to take two hours 8 MR. SHAFF: I would just draw the Panel's attention to 9 then. 10 publication 101 of the CDTFA, which advises members of the 11 public and vendors on how to document sales, delivery out 12 The petitioner has done that in every case -of state. 13 every case that we documented in our exhibits. And the fact that there have been six re-audits 14 15 speaks loudly to the -- with each one coming in at a lower deficiency speaks loudly to the fact that the CDTFA and 16 its predecessor agency are coming closer to the truth of 17 18 this case, and that is that they have documented 19 completely that they have -- when they have shipped out of 20 state, they have done so properly and in compliance with 21 the sales tax laws. ADMINISTRATIVE LAW JUDGE LONG: Does that 22 23 conclude your presentation? I'm kind of taken aback 24 MR. SHAFF: It does. there's no cross-examination. I assume at this point that 25

their declarations are going to be taken as fact.

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ADMINISTRATIVE LAW JUDGE LONG: Okay. The ALJ Panel will hold its question until after CDTFA's presentation.

CDTFA, you have 25 minutes. You may begin when you are ready.

MR. NOBLE: Thank you.

## OPENING PRESENTATION

10 MR. NOBLE: Appellant operates a high-end jewelry 11 store in Beverly Hills. On June 4, 2018, the Department issued a notice of determination to Appellant for 12 approximately \$1.3 million in tax, plus interest. 13 The tax 14 liability is based on an audit for the period July 1st 15 through June 30, 2015, which disclosed a deficiency measure of around \$14.8 million for unreported sales 16 17 subject to use tax.

18 Upon audit, the Department found that many of 19 Appellant's claimed exempt sales in interstate commerce 20 involve customers who paid by checks to have shown a 21 California address. The Department concluded that these sales were made to known California residents and that, 22 23 therefore, these sales were presumed to be made for use in 24 California pursuant to Section 6247, and Appellant had an 25 obligation to obtain use tax from the customer or obtain

documentation establishing that the jewelry was not
 purchased for use in California.

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The Department examined all available check deposits for the third quarter of 2013 through the second quarter of 2016 totaling around \$10.7 million and found that about 67 percent of Appellant's interstate sales were to known California residents.

The Department applied the 67 percent error rate to audited total sales of around \$23.3 million, which, after accounting for Appellant's reportable taxable sales of about a million, disclosed the measure of \$14.8 million that is at issue here today.

Now, as a result of several re-audits, which I will explain in a moment, the error rate has since been reduced to just over 16 percent with a corresponding disputed measure of about \$2.7 million. This represents an approximate reduction to the taxable measure of \$12.1 million.

Under the sales and use tax law, sales tax is imposed on retailer's retail sale of tangible personal property in the state measured by their gross receipts unless the sale is specifically exempt or excluded from taxation. All of the retailer's gross receipts are presumed subject to tax unless the retailer can prove otherwise. When sales tax does not apply, use tax is imposed on the store's use of TTP in California. While the use tax is imposed on the consumer, a retailer that is engaged in business in this state must collect the tax from their customers and remit that tax to the State.

Second 6396, in Regulation 1620, Subdivision (a)(3)(b) provide an exemption from sales tax for sales that are made in interstate or foreign commerce. To qualify for this exemption, the contract of sale must require shipment to a point outside California and the property must be shipped to the purchaser out of state.

Section 6247 provides that when a retailer delivers property out of state to a purchaser known to the retailer to be a California resident, it is presumed the purchase is for use in California and the retailer is responsible for collecting and remitting the tax.

Sections 6247 and Regulations 1620, Subdivision (b)(3) state that the retailer can rebut this presumption by taking a statement signed by the purchaser that the property was purchased for use outside of California.

The Board's memorandum opinion in Holiday World provides objective indications of California residency, such as the customer maintaining a family home, business, or bank accounts in California.

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The taxpayer bears the burden of establishing its

right to exemption or exclusion from tax. When a taxpayer challenges a deficiency determination, the Department has the burden to explain the basis for the deficiency. And where that explanation is reasonable, the burden of proof shifts to the taxpayer to establish it is more likely than not that adjustments are warranted.

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Now, in the present appeal, Appellant provided limited records for the audit, such as some federal income tax returns, a sample of bank statements, and copies of deposited checks, as well as handwritten, non-sequential sales invoices and shipping documents for some quarters.

In addition, Appellant's markup rates were considered inconsistent and there were material difference between the amounts that Appellant reported on its sales and use tax returns and its federal income tax returns. Due to the inadequate documentation and noted differences with the markup and reported sales, the Department was justified in using an indirect audit method to verify Appellant's taxable sales.

With respect to the actual measure, as previously noted, the Department has conducted several re-audits to remove sales from the measure. Initially during the audit, that Department concluded that when a customer paid for property by a cashier's check issued by a California bank, that the sale was made to a known California resident, however, this finding was an error as there is no indication on the face of a cashier's check that the person is a California resident, as such, during the re-audits, the Department removed sales where the payment was made by a cashier's check and there was documentation establishing that the sale otherwise qualified for the interstate commerce exemption.

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The Department also removed sales from the 8 9 taxable measure where Appellant was able to show that 10 there were duplicate payments or payments to replace a canceled check, return merchandise, and canceled sales. 11 12 Appellant also asserted that approximately seven of the 13 transactions were repair invoices, however, there's no 14 indication from the invoice which portion of the charge 15 was for repair labor and which was for parts in accordance with Regulation 1553. 16

17 Absent further documentation, the Department did 18 allow 20 percent of the price in the invoices as 19 non-taxable repair labor. Because the check deposit data 20 used by the Department represents actual payments to 21 Appellant during the liability period, and considering the 22 numerous adjustments the Department has made in its 23 re-audits, the current measure at issue represents the 24 best available evidence of Appellant's additional taxable 25 sales during the liability period and, thus, is

reasonable.

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Accordingly, the burden shifts to the Appellant to establish that further adjustments are warranted. The majority of the sales remaining in dispute involve transactions where the purchaser paid by a check listing either a personal or business address in California.

The address information showing a California residence serves as an objective indication to Appellant that the purchaser is a California resident, and therefore, pursuant to Section 6247, it is presumed that the property was purchased for use in this state, and appellant, as a California retailer, is liable for use tax on those transactions, unless it secured a signed statement from the purchaser that the property was not purchased for use in this state.

The out-of-state mailing form statements that the 16 17 Appellant has provided indicate that the property is 18 exempt from California sales tax and that the buyer agrees 19 to pay any tax imposed by the state the property is 20 shipped to. However, the statements do not in any way 21 state that the property was not purchased for use in 22 California; therefore, these statements do not overcome 23 the presumption set forth in Section 6247, and the 24 Appellant is liable for use tax on these sales.

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In this regard, I also note that the Appeals

Division accepted these statements for purposes of 6247 so long as they were signed and dated. However, for the reasons just noted, this was also an error, and the Department will not make further adjustments based on its premise.

There are also a few sales remaining in the audit where there was no indication that payment was made by a California resident; however, these sales do not qualify for the interstate commerce exemption because there is no evidence that the contract called for shipment out of state or documentation showing that the sales were, in fact, shipped to the purchaser at that destination.

Lastly, there are a couple of sales where the documentation provided by Appellant is insufficient to conclude that the sale was exempt because there are either shipment dates that do not correspond with the invoice or payment amounts that can't be traced back.

To the extent that Appellant asserts there were additional sales to a few customers that were allowed in the re-audits, the invoice states for the sales remaining are for September and November 2017, and do not contain any addresses, whereas, the only shipping documents Appellant provided for those sales occurred on August 22, 2015.

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There's nothing tying the shipping documents to

the invoice dated almost one year before. Accordingly, without further documentation, Appellant has failed to establish these sales are exempt sales on interstate commerce.

Based on the foregoing, the measure established on audit, or more specifically, the re-audits, is reasonable and based on the best available evidence, especially considering the adjustments that were made. Appellant has not met its burden in establishing that additional adjustments are warranted and, accordingly, this appeal should be denied. Thank you.

ADMINISTRATIVE LAW JUDGE LONG: Thank you. I just want to open it to my co-panelists to see if there's any questions for either Appellant or CDTFA, starting with Judge Stanley.

ADMINISTRATIVE LAW JUDGE STANLEY: I just have a clarifying question about one of the documents that was discussed earlier. When you said that Ms. Husnani provided is a complete response to the re-audit 5 and 6, was that the same thing as her declaration? Because it looks like she addresses it in her declaration, or is there an additional document that we are missing?

MR. SHAFF: Can she answer that?

ADMINISTRATIVE LAW JUDGE STANLEY: Yes,

24 AD 25 absolutely.

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1	MS. HUSNANI: Coinciding with my declaration, I
2	had sent an Excel sheet showing exactly it shows the
3	six auditors' comments, and then on the column L, I put in
4	my response describing where like, the dates were
5	like, for example, one of them was the auditor put in '15
6	for the backup, whereas if you look at the backup, it's
7	actually 2020 or vice versa, so I put my comments on
8	column L. And then the declaration is explaining the same
9	thing on there, and it was an Excel sheet, which was
10	Exhibit I think it was I. One second. Yes. I have it
11	color coded. It was Exhibit J.
12	MR. SHAFF: Exhibit J to Exhibit 70.
13	ADMINISTRATIVE LAW JUDGE STANLEY: And I see that
14	here. Thank you for clarifying, Ms. Husnani.
15	I don't have any further questions, Judge Long.
16	ADMINISTRATIVE LAW JUDGE LONG: Thank you for
17	clarifying that. It appears we did receive all of the
18	documents. There was some confusion with respect to the
19	declaration.
20	Judge Aldrich, do you have any questions?
21	ADMINISTRATIVE LAW JUDGE ALDRICH: Good morning.
22	Yes, I do have a couple of questions. So for the
23	Department, you briefly indicated that certain sales that
24	were paid via cashier's check were removed from the
25	determined measure during one of the re-audits?

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1	MR. NOBLE: Yes, sir. There wasn't too many
2	cashier's check transactions where we had supporting
3	shipping documentation, but if we had a transaction that
4	was paid for by cashier's check and we had shipping
5	documents that showed it was shipped out of state and
6	everything was close in time or reasonable, we removed
7	those from audit. Sometimes in the re-audits, we got more
8	invoices or more documentation or got an image for a
9	check, so we continued to evaluate what was in the audit
10	and removed things where the documentation warranted it.
11	ADMINISTRATIVE LAW JUDGE ALDRICH: Okay. Thank
12	you. Do you have the exhibit binder in front of you?
13	MR. NOBLE: I do.
14	ADMINISTRATIVE LAW JUDGE ALDRICH: Could I direct
15	your attention to Exhibit 28.
16	MR. NOBLE: If it's okay with you, I'm going to
17	go off a word document that I prepared going through all
18	of the exhibits they provided.
19	ADMINISTRATIVE LAW JUDGE ALDRICH: Okay.
20	MR. NOBLE: My screen just closed with the
21	digital binder. This was Exhibit 28.
22	ADMINISTRATIVE LAW JUDGE ALDRICH: On Exhibit 28,
23	I noted that on the sales invoice it says that it was paid
24	via cashier's check.
25	MR. NOBLE: Uh-huh.

Γ

1 ADMINISTRATIVE LAW JUDGE ALDRICH: And then, 2 likewise, there appears to be a Chase Bank cashier's check 3 in the same amount as the invoice, and so I wanted to 4 inquire whether or not that transaction was still in 5 dispute. Just to make sure we are talking 6 MR. NOBLE: 7 about the same transaction, is this the one for \$39,000.00? 8 9 ADMINISTRATIVE LAW JUDGE ALDRICH: That is 10 correct. 11 MR. NOBLE: This was removed in the fourth or 12 fifth re-audit. What it was -- my notes indicate that we

had not seen the cashier's check before, and then they provided an image of the cashier's check and some of the shipping documents, and everything matched up.

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ADMINISTRATIVE LAW JUDGE ALDRICH: So similar questions -- there are a few other exhibits from Appellant -- for example, Exhibit 63 and 55, those both denote repairs on those exhibits. I believe there's a couple other in evidence. Could you address whether those are in dispute as well, the ones that indicated had been repaired?

23 MR. NOBLE: So I kind of noted it at the end of 24 my presentation, for the repair invoices, it wasn't 25 possible to determine which amount of the invoice was for parts, which would be considered nontaxable repair labor. We couldn't tell from the face of the invoice so we did allow 20 percent of any invoice that was claimed as repair as nontaxable labor. ADMINISTRATIVE LAW JUDGE ALDRICH: Okay. And the basis for the 20 percent? MR. NOBLE: We acknowledged that there probably was some nontaxable repair labor, and in the absence of

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anything showing that it should have been higher, we were giving them the benefit of the doubt on that.

ADMINISTRATIVE LAW JUDGE ALDRICH: Okay. Thank you. At this time, I will refer it back to Judge Long.

ADMINISTRATIVE LAW JUDGE LONG: I just want to verify. So we are looking at -- after re-audit 6, 57 transactions remain at issue; is that correct?

MR. NOBLE: Approximately. I can provide you with a specific number. Transaction wise, I'm kind of looking that based upon the invoices that were provided by them, and I would say out of 68, there's probably around 55, but if you can give me time after the hearing, I can give you the exact number on what remains from the invoice that were provided.

23ADMINISTRATIVE LAW JUDGE LONG: Yes, that would24be great. Is 60 days good?

MR. NOBLE: More than enough. Thank you.

ADMINISTRATIVE LAW JUDGE LONG: And we will
 provide Appellant with opportunity to respond to that as
 well.

MR. NOBLE: I'm sorry. I would also like to note, for the two invoices where there was some confusion as to whether they had been provided by today, I haven't seen those invoices in the documents yet. I will look at those after the hearing and include a response in the post-hearing brief. But if those meet the criteria, we will remove them from the measure as well.

11 ADMINISTRATIVE LAW JUDGE LONG: Thank you. I 12 have no further questions.

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Yes, Mr. Voutsas?

MR. VOUTSAS: I know this is unconventional, but please, ask me questions, because there's things that were said that if you are not a jeweler and you are not in the jewelry business, you won't understand. But there were many things that were said that I would love the opportunity to explain. I just want everything to be crystal clear to all of you. Please ask me questions.

ADMINISTRATIVE LAW JUDGE LONG: Well, we were just about to turn it over to you -- your representative for his closing presentation, which means that it is absolutely your opportunity to clarify any points that you would like to make, and we have 25 minutes allotted for 1 2

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that time, so please go ahead.

MR. SHAFF: Go ahead.

MR. VOUTSAS: We have -- there was a comment made, you know -- I don't want to say word for word, but there was a comment made about dates and the invoice date and the shipping date didn't coincide. We have contracting shops all over the world. Being a family-owned business, I don't have, you know, banks, lines of credit, partners or anything, it's just me.

And I -- years ago, you couldn't do business with companies in China or Hong Kong or India because the quality was not up to the standards of, let's say, the Italians, which, it was done really well. So at this point, they've come a long way. We have contracting shops in India and China, and it's a minimum of three to four months when you place an order with them.

So to clarify, if the invoice doesn't match the 17 18 shipping dates, it's probably because it was a special or 19 a custom-made piece -- and sometimes it's five or six 20 In addition to that, we do a lot of custom work. months. 21 If you went on my social media -- we're on all platforms 22 from YouTube to TikTok to Instagram. We are well known. 23 I have a video running now where I have seven million 24 views.

25

And when I humbly speak -- and I mean this

humbly -- 20 to 30 people a day come in my store and ask, "Can I take a picture of you?" And they come in from India and China and Korea and Taiwan -- people from Egypt. Like, it's not the United States, it's all over the world. We are just very well known. We do a lot of custom work and a lot of special order work.

When you do custom work -- we might make a sale on a day, but by the time it goes through the processing of designs and you send it to the client and you have to change this and tweak this, sometimes the product is not received until six or eight months later.

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In addition to that, if you don't know my store, and you -- I have been put in a category of jewelers during the other times that I went to hearings that were -- we were up for -- I don't remember what they were called. We've done this before. They always put me in the category of a jeweler. Yes, I'm a jeweler, but every business is different.

19 If you went to any store on Rodeo Drive in 20 Beverly Hills -- I will tell you, I'm a part of all of the 21 groups in Beverly Hills. The majority of all of the 22 stores that have businesses is tourism. And with the 23 tourism, someone comes in -- and here I am, trying to 24 compete with other jewelers in downtown, and many other 25 people in the business -- the internet -- and people come in, and you want to keep it on the up and up and positive.

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When they say to me, "I live in Chicago," and they give me an ID or they sign a paper saying that "I'm going to be there at this location. I'm going to sign for the package" -- because we can't ship. You're not insured if you don't have a direct signature.

So think about what I'm saying. I can't just ship something, it has to be with a direct signature for me to have insurance, because if a package goes lost and I didn't require a direct signature, I would not be covered. So they are -- and then they are at that location and they're signing for it and they sign a paper saying that.

I don't know how far -- do I ask them all for 14 their tax returns to see where they're claiming their main residence? And as far as wearing the jewelry back in California, how do I know their travels? How do I know where they are going to go over the next year or two or three, and what parts of the world they are going to go to, and if they should have a layover and come back into California. That is unfair. How do I police that?

21 The local people -- we are on Rodeo Drive in 22 Beverly Hills. If you wanted Tiffany or you wanted Louis 23 Vuitton, you can go a half mile to Century City, you can 24 go a half mile or mile to Beverly Center, you can go four 25 or five miles or whatever it is to Santa Monica Promenade, and they all have Louis Vuitton and Tiffany's.

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And my point is that that's why Rodeo Drive survives on tourism because when it comes to the local people, there's many, many choices in a small proximity. They've flooded the market with these stores. They're everywhere. So it's not a lot of local people.

In the beginning, I was put in a category as a jeweler, but you don't know that I'm making things overseas. You don't know unless you have a store on Rodeo Drive that a majority of your business tourism. You don't know that you are doing specials. You know, when you look at most jewelry stores in the mall or in a small area, city, or town -- which, I can't expect anyone here today to understand my business -- they are selling to people they run into at church or the supermarket or the gym.

They're selling to their local people. 16 They're not getting people from Saudi Arabia or Dubai or Kuwait or 17 18 And because we are such a high-end store, a lot of Iran. 19 these people have homes -- multiple homes all over the 20 world. And these banks that we are dealing with are all 21 over. I had customers coming in from Florida asking where 22 is there a Chase? Where is there a Wells Fargo? Let me 23 just go down the block and come back and give you a check, 24 but they don't reside here and they have a bank that's 25 located throughout the whole United States and maybe in

certain parts of the world.

And unless you understand my business and how I operate, it's hard for me to just be put in a category of a jeweler who just does whatever other jeweler might do. Besides the fact that the amounts have come down, it's because -- I really feel if I had an opportunity to do another two or three re-audits, I believe the number is going to keep going down.

I tend to be very organized. I tend to do things 9 10 the right way because it's my family and it's my wife and 11 I and my children, and I have a couple of employees. And so by nature, I've always been very thorough and very 12 13 organized, and I try to do the best I can. Sometimes 14 business gets a little overwhelming and something slips 15 through the crack or a mistake is made, of course, we are not perfect. We really are very organized and we do 16 17 things the right way.

And this whole thing, from the beginning, the 18 19 numbers keep going down, just shows me how unorganized it 20 was. And how the third audit found mistakes that the second and first made, and the fifth audit found mistakes 21 that the fourth, third, second, and first made. 22 The sixth 23 audit found mistakes that the fifth, the fourth, and the 24 third made. Can you imagine?

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Somebody walks in my store and buys a piece --

don't hold me to it -- about \$40,000.00 or \$50,000.00, and what happened is -- I want the judges, the honors, to understand how all of this came about -- and I made a sale. Two or three years later, they were in San Francisco and, I guess, there was a problem with something on the ring, and they went to a jeweler and they asked for an appraisal.

The jeweler, in order to do an appraisal, wanted 8 9 to see their receipt. And so a competitor in 10 San Francisco gets the receipt and sees that there was no tax charged, and the competitor is the one that sent the 11 e-mail to the Tax Appeals of California in an e-mail 12 13 saying, "Please, I want to remain confidential. Please, 14 do not say that I'm sending this e-mail." And they said, 15 "We know that this client lives in San Francisco, and we are upset that jewelers do this." 16

17 That's how this started. How do I know this? 18 Because the Department gave me the e-mail. Now, can you 19 imagine how unorganized -- think of what could happen in 20 the world today when you give someone information like 21 that? That's how unorganized this has been from Day 1. 22 They gave me the e-mail of the jeweler in San Francisco reporting me because he thinks that that client lives in 23 24 San Francisco. That's how this started.

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He was jealous about the sale -- and I would ask

everyone here to just use logic and common sense. How does he know where their main residence is or where they put on their tax return where they live? Yes, they might reside in San Francisco, but I am telling you that that client was in my store, and I'm telling you we shipped it, and we had insurance, and they signed for it, and they signed the affidavit form, and they told me that they lived out of state.

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So now he goes to a jeweler, this jeweler says, Oh, a local person made \$50,000.00 from another jeweler, and he reports me. How do I have that document? 11 They sent it to me. Because from the beginning, this -- it's 12 13 been comical because it's been so unorganized.

14 I will testify -- I will take a polygraph test if 15 you let me, and Shirin will tell you as well, when we gave all of the papers to them, when we got back the files from 16 the first audit, Shirin immediately said we are missing 17 this and missing this and missing this. Things -- she had 18 19 a list of what we submitted, and when we got that 20 paperwork back, there was a tremendous amount of paperwork 21 missing. That's how unorganized this has been. This has 22 been eight to nine years of my life living with this over 23 me. Thank you.

24 ADMINISTRATIVE LAW JUDGE LONG: Thank you. Ι 25 just wanted to circle back. With respect to your custom 1 2

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special order work --

MR. VOUTSAS: Please.

ADMINISTRATIVE LAW JUDGE LONG: You mentioned -what would be the longest wait time between an order and actually shipment of that order?

MR. VOUTSAS: It's really hard to say because it depends or how complex it is. And it also depends on -- I need the client to be home so we can communicate. So the special custom piece can go back and forth a dozen times, change this and change this, put diamonds here -- we can go back and forth for a long time. Once it's completed, I call the client, because they need to be at their home so that I can ship it because, again, they have to sign for it.

15 So a lot of these people, because of the price points -- they are very wealthy people, and they travel. 16 17 So, now, not only is the product done, now I might have to 18 wait for them to be back home. In addition to that, when 19 a product is done, they say to me -- a lot of times this 20 happens where they say, "Don't ship me the product yet 21 because I want to take out insurance." So we produce an 22 appraisal, we send an appraisal to them, they send it to 23 the insurance company, and they then have to get 24 insurance, and then I get the green light to ship it when 25 they might be back from their travels.

1 So in answer to your question, I'm going to try 2 and say, it could be, as I stated before, up to four, 3 five, or six months, especially if we are dealing with 4 India and China. It's got to go through Customs and go 5 through duties and taxes. And I'm waiting for a piece right now from India, a yellow diamond bracelet that I 6 made a sale on, and this has got to be four months 7 because -- what happened was, they sent it to me -- again, 8 9 if you are not in the business, it will be, like -- it's 10 hard to understand.

11 They sent it to me, but because of taxes and duties, it comes in on what we call carnet. So a carnet 12 13 is when another country wants to bring product in here --14 any country in the world doesn't want them delivering the 15 product and making money, so they have a list they present to Customs. And they come into the country with, let's 16 say, 100 pieces, with a description. When the product 17 18 leaves the country, they check that all 100 pieces are 19 there that match the description.

So, for example, back in May or June, I received about 25 to 30 pieces, some of them in the millions, from a company in India, and I had them in my store on display, and when we sold them, I was not able to deliver them. I was explaining to the client the way I am explaining today, we have to send them back and then they have to send it to us again and we have to pay the taxes and duties in order to receive it.

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I swear to God, right now, I have a bracelet that's probably -- it's been three or four months that I'm waiting for this bracelet, and to this day, I haven't received it. I sold this bracelet months ago.

So I'm not the little local jeweler that someone 7 just walks in and walks out with something. It doesn't 8 work that way with us. A lot of things have to be sized. 9 10 And then, what's real interesting is -- if any of us traveled overseas, the chances are -- it could be anyone 11 in the room -- if you traveled with me, let's say, and we 12 13 went overseas, we wouldn't go to one spot and come home, 14 you're overseas so you are probably going to hit two or 15 three different places.

I'm sure you know people in our lives, and we 16 17 have all probably done that. So when they come over here, 18 there's a triangle. The triangle usually depends on the 19 wealth of the client. They come this far, they hit 20 San Francisco, LA, and Vegas -- or they could do Vegas 21 first. So besides the tourism -- we have a lot of tourism 22 for many reasons. We have tourism because of the internet 23 with all of our surgeons.

We have some of the best doctors in the world.
There was a period of time where -- before the pandemic --

1 humbly speaking, 60 percent of women that walked in my 2 door had a bandage somewhere on their bodies because they came in for surgeries. And then we have some of the best 3 schools, so we have a lot of clients that have children 4 5 that are attending universities. And then we have the tourism because -- I have traveled all over the world and 6 7 whatever city or state you go to or anywhere in the world, there is an area of fine shopping -- there's your Gucci, 8 Harry Winston, Louis Vuitton, Tiffany, but what makes us 9 10 different is that it's Hollywood, it's the music industry, 11 and that is very big tourist attraction.

And then what happens is since Vegas is only a 45-minute flight or a 4-hour car drive, whenever they come over this far, they always go to Vegas, or Vegas comes to us. The real wealthy ones will then go on to New York and Miami.

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So my point to this whole story is that when they 17 18 come in to purchase something, you don't -- so many times 19 they say, A, we are traveling for the next two to four 20 weeks or five weeks. From here, we are going to New York 21 and then Europe and then here, so they don't take delivery 22 of the package sometimes for two to three months later, 23 and then they get back and they call me and then we have 24 to make sure they're home to receive the package.

So, again, unless you know my business -- how am

I saying all of these things to you today? I'm not saying it because I laid in bed last night thinking what to say and what I could make up. I'm saying it today because it happens every day in my store. And it's -- when you say the truth, it doesn't matter if it's 20 years from now, it's always the same. The truth is the truth, and I don't have to think twice about what I did or how things were done because it's the way we conduct our business.

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ADMINISTRATIVE LAW JUDGE LONG: Thank you.

Judge Stanley, I believe you have a follow-up question.

12 ADMINISTRATIVE LAW JUDGE STANLEY: Yes, I do. Ι 13 understand what you are saying about the delays in all the 14 shipping customs and all of those issues, but what I was 15 wondering, if there's any way we can see that in the evidence that something like that occurred? 16 I mean, do you ever note on invoices that it's going to be delivered 17 18 at a later date or -- because we need to -- from our 19 perspective, we need to have substantiation for your 20 position.

21 So with respect to those invoice that were 22 rejected because of timing, is there any way that you can 23 point out so that we can see that delay?

24 MR. VOUTSAS: Your Honor, I'm 62 and I've been in 25 this business since I was 15, and I've been in my location

1 that I'm in now for over 20 years. I have never once put 2 that down on an invoice. It's always e-mails, texts, 3 phone calls. There's -- I'm a big, big communicator, and 4 what I will do is I'll communicate with a client. The 5 best evidence that I can give you is that when an invoice is written up and I'm receiving a deposit of money, and 6 then we have to say why did he ship it one month later, 7 two months later, three months later, four months later, 8 9 five months later because it was a custom piece. That's 10 the best example I could give you.

ADMINISTRATIVE LAW JUDGE STANLEY: Do you save your e-mails? Would you have this support in those? It would probably be tedious for you to go back, but I'm just asking the question.

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15 MR. VOUTSAS: It would be misleading to say. Ι don't save my e-mails. Are they in the cloud? 16 I can tell 17 you I'm on my fifth computer or sixth computer. I can 18 tell you stories where my computer was hacked and where I 19 lost everything. It's just what happens today. But 20 that's difficult.

But I would humbly speak and reverse it back to you and say to you, if I was doing something wrong and I wrote an invoice for March 1st, why wouldn't I ship it March 15th and write up a shipping invoice then, because it's phony. Why wouldn't I do it the next day or the next 1 week or the next month? Why would I expose myself and put 2 a date of whatever -- two or three or four months later 3 unless it's factual? You know, we are talking about me 4 deceiving or we are talking about me not being honest in 5 this. Why not ship a week later or why not ship every Every day, we ship dozens of packages. 6 day? To put it 7 back in you corner could. I can say it's at least for me the fact that it's not done that way because I don't have 8 9 a product yet to deliver.

ADMINISTRATIVE LAW JUDGE STANLEY: Okay. Thank you. To be clear, we are not accusing you of doing anything wrong, I'm just seeing if you have documentation to back up what you're saying. That's all I was going for. Thank you.

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MR. VOUTSAS: Your Honor I -- with all due respect, thank you. I didn't mean to say it in that manner. All of you here today and every one here from the Department, and every one that's with me, no one here has anything to lose. I'm the one here that has something to lose, and that's why I'm so passionate about what I'm saying, and if I said it wrong, my apologies.

ADMINISTRATIVE LAW JUDGE STANLEY: It's okay. MR. SHAFF: Judge Stanley, I believe that Ms. Husnani can further address your points with the spread sheet that she furnished; if that's okay? If she can further address it if we have time.

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ADMINISTRATIVE LAW JUDGE LONG: Yes. Go ahead. MS. HUSNANI: I was going through and I thought of one example and that was an example of shipment on March 25, 2016, that the customer left \$1,000.00 deposit and he gave three postdated checks. They were, like, dated a month or two weeks. I don't have exact dates on here, but that's how it was.

9 And I saw a note from the Department that, oh, 10 the invoice was \$25,000.00 on 12/10/2015, and it was paid by deposit of \$1,000.00, and there was a check for 11 \$17,000.00 paid on March 25, 2016, but the shipment was 12 13 done on March 18, 2016. It was in the three checks. Tt. 14 was a different case. But, yes, Peter already had a 15 postdated check in his hands and his other check was good 16 so he shipped it and a week early because the merchandise 17 was ready to be shipped.

18ADMINISTRATIVE LAW JUDGE LONG: Can you point me19to which exhibit you are talking about?

20 MR. SHAFF: It's Exhibit 70 to Exhibit J, I 21 believe.

22 MR. VOUTSAS: Your Honor, may I add something to 23 that?

ADMINISTRATIVE LAW JUDGE LONG: Sure.

MR. VOUTSAS: Shirin just brought to my attention

another aspect of our business in that it's been my goal to build bridges with the clients. And I think that there's a lot of options when it comes to buying jewelry. No customer needs only one store. And our biggest asset we have, one of our biggest with value and quality is also service.

7 We get a lot of people, even wealthy people, that will say to me, it's about cash flow. So remember way in 8 9 the beginning, 15 and 16 years ago, a guy came in and 10 bought a ring for a million dollars. I remember him saying "I could pay for it in full, but it's about cash 11 I'd like to pay you \$200,000.00 a month for five 12 flow. 13 months," because the way he operated, it was about a 14 monthly layout.

15 So Shirin kind of touched on that a little bit. We do a lot of layaway. I'll make a sale and I'll just 16 17 put it into the safe. And there's times where it could be 18 one month, two months, three months, four months, five 19 months. And we talk. You know, I have a file and every 20 two weeks or four weeks, I'll sit down, "Hey, Frank, just 21 reminding you there's a payment due." Receivables, and we 22 try to collect them.

We do a lot of business that way as well which would also help why an invoice has one day and shipping has another day. ADMINISTRATIVE LAW JUDGE LONG: Okay. Thank you. Judge Aldrich has any additional follow-up questions, so I'll turn it over to him.

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ADMINISTRATIVE LAW JUDGE ALDRICH: Hello. This question is for the Department. With respect to the transactions where you have a corporate entity that's making the purchase but an individual receiving the item, how is the residency determined in those situations? So there's various transactions with LLCs or different corporate entities.

11 MR. NOBLE: We considered it if the corporation 12 had a California address, we consider that evidence that 13 the customer was maintaining a business and a bank account 14 for the business in this state and that was an objective 15 indication that the purchaser was a California resident. And if you don't mind, I would like to note with the 16 17 transaction in 2016 that she was just referring to, the 18 transaction is not in the audit because of the lack of 19 shipping documentation, that transaction in the audit 20 because the checks used to pay for it listed an address in 21 California.

> ADMINISTRATIVE LAW JUDGE ALDRICH: Thank you. Judge Long. ADMINISTRATIVE LAW JUDGE LONG: Thank you.

> > MR. VOUTSAS: Your Honor?

ADMINISTRATIVE LAW JUDGE LONG: Yes?

MR. VOUTSAS: Thank you for the leeway to talk. So am I to have to assume going forward that when somebody writes a check from a bank in California that they live in California? I personally have bank accounts in three states.

ADMINISTRATIVE LAW JUDGE LONG: I understand.

MR. VOUTSAS: So we can't assume.

ADMINISTRATIVE LAW JUDGE LONG: I don't want to venture into giving you advice. However, my understanding of the regulation is that if you receive a check from a person indicating an address in California, it is presumed that the use will be for within California unless you receive a statement saying otherwise that is both signed and dated as of that day.

6 MR. VOUTSAS: Which would be the out of state 7 form?

ADMINISTRATIVE LAW JUDGE LONG: I would suggest that you discuss with your counselor with respect to the form as opposed to me. I can't give you advice.

MR. VOUTSAS: When I went to my first meeting like this, I was told if they had a California area code on their phone, it was considered a California sale. Guys, I have my New York cell phone number from whenever cell phones started. I'm 62 -- since I was 20. That doesn't mean you live in California.

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I was told this. The same thing I was told that if they paid by a bank that's located in California that means they live here? That's -- I understand code and what's in the book, but we can't assume that they live in California because they have a bank account in California. That's not fair.

ADMINISTRATIVE LAW JUDGE LONG: I understand your position.

Before we conclude, Mr. Shaff, do you have anything else that you would like to add?

MR. SHAFF: Yes. I think what the Petitioner is 12 13 asking is that the tribunal consider the extent to which 14 it might have to limit the broad holding of Holiday World 15 to distinguish 2023 from 2000 and RVs from jewelry. And that while they were broad statements in the Holiday World 16 17 case, they may not be of universal application a quarter 18 century later in a different type of economy and with a 19 completely different type of retailer.

20 ADMINISTRATIVE LAW JUDGE LONG: Okay. Does CDTFA 21 have any final comments before we conclude?

MR. NOBLE: No, sir. Thank you.

ADMINISTRATIVE LAW JUDGE LONG: All right.

Are my co-panelist ready to conclude today?Thank you.

With that, I want to thank everyone for coming. We are ready to conclude this hearing. The record will be held open until Thursday, November 9, 2023, for additional briefing with respect to the specific transactions that are still at issue by CDTFA. After we receive that, the record will be held open an additional 30 days for the Appellant to respond to that briefing. At that time, I anticipate closing the record and issuing a written opinion with my co-panelists within 100 

days of the final brief being received. Today's hearing in the appeal of Peter Marco, LLC is now adjourned.

(The hearing was adjourned at 10:38 a.m.)

# HEARING REPORTER'S CERTIFICATE

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3	I, Shelby K. Maaske, Hearing Reporter in and for
4	the State of California, do hereby certify:
5	That the foregoing transcript of proceedings was
6	taken before me at the time and place set forth, that the
7	testimony and proceedings were reported stenographically
8	by me and later transcribed by computer-aided
9	transcription under my direction and supervision, that the
10	foregoing is a true record of the testimony and
11	proceedings taken at that time.
12	I further certify that I am in no way interested
13	in the outcome of said action.
14	I have hereunto subscribed my name this 26th day
15	of October, 2023.
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19	$() \gamma \sim$
20	Shelby Maaske,
21	Hearing Reporter
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Index: \$1,000.00..adjourned

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