1			
2			
3			
4	IN THE UNITED STATES DISTRICT COURT		
5	FOR THE EASTERN DISTRICT OF CALIFORNIA		
6			
7	PASSPORT HEALTH, INC., a Maryland ) corporation,		
8	Plaintiff, ) 2:09-CV-01753-GEB-JFM		
9	v. ) <u>ORDER GRANTING AND DENYING IN</u>		
10	)PART COUNTER-CLAIM DEFENDANT'STRAVEL MED, INC., a California)MOTION TO DISMISScorporation and GINA FLAHARTY an)COUNTER-CLAIMANTS' AMENDED		
11 12	individual and citizen of the State) <u>COUNTERCLAIMANTS AMENDED</u> of California, )		
12	Defendants.		
14	TRAVEL MED, INC., a California )		
15 16	corporation and GINA FLAHARTY an ) individual and citizen of the State) of California, )		
17	Counter-Claimants, ) v.		
18 19	PASSPORT HEALTH, INC., a Maryland ) corporation,		
20	Counter-Claim ) Defendants. )		
21			
22	Plaintiff and Counter-Claim Defendant, Passport Health, Inc.		
23	("Passport"), filed a motion under Federal Rule of Civil Procedure		
24	12(b)(6) to dismiss Defendants Travel Med, Inc. ("TMI") and Gina		
25	Flaharty's (collectively, the "Counter-Claimants") amended		
26	counterclaim. A previous order, filed on November 16, 2009, granted		
27			
28	* This matter is deemed to be suitable for decision without oral argument. E.D. Cal. R. 230(g).		

Passport's motion to dismiss the Counter-Claimants' original counterclaim. Counter-Claimants, however, filed an amended counterclaim on November 26, 2009. Passport argues the claims alleged in the amended counterclaim remain deficient and should be dismissed. For the reasons stated below, Passport's motion to dismiss is GRANTED AND DENIED IN PART.

### I. DISCUSSION<sup>1</sup>

8

24

7

## A. Breach of the Franchise Agreement

9 Passport argues Counter-Claimants' first claim for breach of 10 the Franchise Agreement (the "Agreement") should be dismissed since 11 Counter-Claimants' allegations, even if true, do not constitute 12 breaches of the Agreement.<sup>2</sup> Counter-Claimants argue the amended 13 counterclaim specifies the sections of the Franchise Agreement that 14 Passport allegedly breached and Passport's conduct giving rise to 15 their claims of breach. (Opp'n 3:17-20.)

Under California law, "[a] cause of action for breach of 16 17 contract requires pleading of a contract, plaintiff's performance or excuse for failure to perform, defendant's breach and damage to 18 19 plaintiff resulting therefrom." McKell v. Washington Mut., Inc., 142 Cal. App. 4th 1457, 1489 (2006) (citation omitted). Counter-Claimants 20 21 allege "TMI has performed all contractual obligations pursuant to the 22 Franchise Agreement except those obligations excused by [Passport's] 23 breach of the Franchise Agreement." (Amended Countercl. ¶ 51.)

- The applicable legal standard and background can be found in the court's previous order. <u>See Passport Health, Inc. v. Travel Med, Inc.</u>, No. 2:09-cv-01753-GEB-JFM, 2009 WL 3824743 (E.D. Cal. Nov. 16, 2009).
- 28 As noted in the previous order, the Franchise Agreement is attached to Passport's amended complaint and is incorporated into the amended counterclaim by reference. (Amended Countercl. ¶ 3.)

1 Counter-Claimants further allege that Passport breached Sections 2(a), 2 7(b), 7(g), 7(j), 9(a) and 9(b) of the Agreement. (<u>Id.</u> ¶¶ 55, 60, 63, 3 66, 69, 72, 75, 78, 81, 85, 88, 91, 94.)

### 4 1. Section 2(a)

Section 2(a) of the Agreement states: "Subject to the terms and provisions of this Agreement, [Passport] grant[s] [TMI] the right (a) to use the System to operate the Franchised Business at and from the Franchise Sites . . . " The "System" refers to "[t]he confidential, proprietary system relating to the operation of health travel businesses[,] . . . developed and . . . owned by [Passport] . . . . "

12 Counter-Claimants allege Passport breached Section 2(a) of the Agreement "by failing to provide 'the System' to TMI . . . [and] 13 by not providing any distinctive and unique training, marketing, 14 15 management methods, procedures and materials to TMI." (Amended Countercl. ¶ 55.) This allegation, however, fails to allege a breach 16 of Section 2(a). Through Section 2(a), Passport only "grant[ed] [TMI] 17 the right . . . to use the System"; Section 2(a) imposes no obligation 18 19 on Passport to provide the System nor to provide any training, 20 marketing, or other materials to Counter-Claimants. Therefore, even 21 if Counter-Claimants' allegations are true, they have failed to allege 22 a breach of the Agreement.

23 2. Section 7(b)

24 Counter-Claimants also allege Passport violated various 25 provisions of Section 7(b) of the Agreement. Section 7(b) provides, 26 in pertinent part:

27 [Passport] shall furnish to [TMI] such guidance and assistance as [Passport] believe[s] appropriate, related to the following:

1	(i)	advice and written materials concerning methods, standards, and operating procedures	
2		that [TMI] should be using in the operation	
3		of [TMI's] Franchised Business as such are developed by [Passport] from time to time,	
4		including new developments and improvements in product marketing and delivery of	
		services;	
5	(ii)	methods, standards, and operating procedures for [TMI] to follow in purchasing and selling	
6		approved goods and services, as such are	
7		<pre>developed and modified by [Passport] from time to time;</pre>	
8	(iii)	negotiation of supplier arrangements on behalf of the Passport Health system and	
		franchisees conducting business thereunder,	
9		including system-wide discounts where available, and a list of approved suppliers	
10		from whom [TMI] may purchase;	
11	(V)	formulation and implementation of advertising and promotional material and programs for	
12		[TMI] and other franchisees to use in the operation and promotion of the Franchised	
		Business in local advertising and promotion	
13		(as more fully described in Section 14);	
14	(vii)		
15		Manager and Administrative Assistant (and other personnel) and other training programs	
16	(viii)	(as described in Section 9); on-site post-opening training at the first	
	(****)	Franchise Site in accordance with the	
17	(XV)	provisions of Section(b) develop and publish a periodic newsletter for	
18		use and distribution to franchisees and to	
19		[TMI's] customers guidance shall, in our discretion, be	
20		ished in the form of [Passport's] Manual, etins, and other written materials; national,	
	regio	onal and other group meetings; and telephone	
21		ultations or consultations at our offices or he Franchise Site In addition, if	
22	requested by [TMI] and deemed appropriate by [Passport], [Passport] will furnish additional		
23	guidance and assistance without charge ;		
24	provided, however, [Passport] may require [TMI] to reimburse [Passport] for all out-of-pocket		
25	exper	nses reasonably incurred by [Passport] in	
		ection with furnishing such additional ance and assistance	
26	Counter-Claima	nts allege Passport breached the above subsections of	
27			
28	Section (d) D	y: "providing methods and procedures that were	

inefficient, inaccurate and flawed,"; "providing flawed and defective 1 2 methods, standards and procedures"; "concealing the fact that 3 [Passport] was receiving 'kick-back' profits from some negotiated group purchase agreements"; "not providing a usable website to TMI, by 4 5 failing to provide any usable advertising or promotional materials or 6 programs to TMI for use in local advertising and promotions"; "failing 7 to have a competent training program"; failing "to provide any 8 training to TMI after TMI opened its doors"; "failing to negotiate and 9 maintain corporate accounts in a method that would provide profitable 10 accounts for TMI"; and "by producing a newsletter that utterly failed 11 to accomplish the goal of producing a newsletter that could be 12 distributed to customers." (Amended Countercl. ¶¶ 60, 63, 66, 69, 75, 13 78, 81.)

Section 7(b), however, imposes no duties upon Passport.
Rather, it explicitly states that Passport "shall furnish such
guidance and assistance as [Passport] believes appropriate . . . ."
Therefore, even if Counter-Claimants' allegations are true, they fail
to allege a breach of any subsection of Section 7(b).

# 19 3. Section 7(g)

Section 7(g) of the Agreement states "[TMI] shall comply with, and cause each of [its] employees to comply with all federal, state and local laws, rules and regulations in connection with the operation of the Franchised Business. In addition, [TMI] shall maintain and cause each of [its] employees to maintain all required medical and business records, professional licenses, permits and certifications."

27 Counter-Claimants allege Passport breached this provision by
28 "asking TMI to repeatedly violate HIPAA." (Amended Countercl. ¶ 85.)

Section 7(g), however, only places a duty upon TMI. Therefore, even if Counter-Claimants' allegation is true, Counter-Claimants have not alleged a breach of Section 7(g).

### 4. Section 7(j)

4

5 Section 7(j) of the Agreement provides, in relevant part: 6 "[Passport] reserve[s] the right to require [TMI] to use the Software 7 [Passport] develop[s], or ha[s] developed for [Passport], for use in 8 the Franchised Business." Counter-Claimants allege Passport breached 9 Section 7(j) "by providing a flawed software program to TMI" that was 10 (Amended Countercl. ¶ 88.) Counter-Claimants' unuseable. 11 allegations, however, do not constitute a breach of the Agreement since Section 7(j) does not require that Passport provide TMI with a 12 "useable software program"; rather, Section 7(j) simply states that 13 14 Passport "reserve[s] the right to require" TMI to use certain 15 software. Therefore, even if Counter-Claimants' allegations are true, they do not constitute a breach of Section 7(j). 16

17 5. Section 9(a)

18 Section 9(a) of the Agreement, entitled "Training Program," 19 provides, in relevant part:

20 Following the execution hereof and prior to the opening of the Franchised Business, [Passport] shall provide through [Passport's] Training Program basic training in the organization and operation of the Franchised Business to [TMI's] Nurse Manager. [TMI's] Nurse Manger shall attend and complete the Training Program to [Passport's] satisfaction before opening the Franchised Business to the public.

The term "Training Program" is defined in the Agreement as "[t]he basic training program offered by [Passport] pursuant to which [TMI's] Nurse Manager and Administrative Assistant . . . are initially trained to operate the Franchised Business. The Training Program will include

1 instruction on such topics, and be conducted at such location or 2 locations, as [Passport] may from time to time designate."

Counter-Claimants allege Passport breached Section 9(a) "by failing to provide training to TMI prior to the opening of the Franchise Business." (Amended Countercl. ¶ 43.) However, Counter-Claimants also allege "[r]ather than providing actual training to TMI, [Passport] . . . had TMI meet with pharmaceutical sales representatives not affiliated with [Passport] to discuss the different brands of vaccines available." (Id.)

10 Counter-Claimants allegations do not state a breach of 11 Section 9(a). Section 9(a) only requires Passport to provide TMI's Nurse Manager with training through Passport's Training Program, prior 12 13 to the opening of the franchise. The content of the Training Program, 14 however, is left to Passport's discretion. Counter-Claimants 15 allegations are contradictory and suggest that TMI did receive some training but that TMI found such training unsatisfactory. Since the 16 Agreement allows Passport to dictate the training provided, Counter-17 18 Claimants' allegations, even if true, do not state a breach of Section 19 9(a).

20 6. Section 9(b)

21 Lastly, Counter-Claimants allege Passport breached section 22 9(b) of the Agreement. Section 9(b) provides, in pertinent part: 23 "[TMI's] Nurse Manager must attend the post-opening training to be 24 provided at [TMI's] first Franchise Site within six (6) weeks after [TMI's] first Franchise Site opens for business." Counter-Claimants 25 26 allege Passport breached Section 9(b) "by failing to provide post-Section 9(b), 27 opening training to TMI." (Amended Countercl. ¶ 94.) however, does not require Passport to provide TMI "post-opening 28

training"; the Agreement does not state who is to provide such 1 2 training. Counter-Claimants' allegations, even if true, do not state 3 a breach of Section 9(b) of the Agreement.

Therefore, Counter-Claimants' have not stated a claim for 4 5 breach of the Agreement, and this claim is dismissed.

6

11

B. Breach of the Implied Covenant of Good Faith and Fair Dealing

7 Passport also argues Counter-Claimants' second claim for 8 breach of the implied covenant of good faith and fair dealing should 9 be dismissed since Passport has complied with the terms of the 10 Agreement. Specifically, Passport argues it has "complied with the 11 express terms of the Franchise Agreement, and . . . [t]hus, Passport . 12 . . has also complied with the implied covenant of good faith and fair 13 dealing, and [TMI's] cause of action for breach of the implied covenant should be dismissed." (Mot. to Dismiss 4:6-10.) Counter-14 15 Claimants respond that they have alleged facts demonstrating Passport 16 "acted in a way that frustrated the purpose of the Franchise 17 Agreement." (Opp'n 4:27.)

18 "It is well-established that a breach of the implied covenant of good faith is a breach of the contract, and that breach of 19 20 a specific provision of the contract is not a necessary prerequisite 21 to a claim for breach of the implied covenant of good faith and fair 22 dealing." Schwartz v. State Farm Fire & Cas. Co., 88 Cal. App. 4th 23 1329, 1339 (2001) (citations omitted). Passport, therefore, has not shown that Counter-Claimants' claim should be dismissed. The portion 24 of Passport's motion seeking to dismiss Counter-Claimants' breach of 25 26 the implied covenant of good faith and fair dealing claim is denied. 27 11 28

### C. Trade Libel

1

Passport further seeks dismissal of the Counter-Claimants' trade libel claim, arguing "they have failed to adequately plead multiple essential elements of their claim." (Mot. to Dismiss 4:12-13.) Specifically, Passport argues Counter-Claimants have not adequately alleged that Passport published a false statement or that Passport acted with actual malice. Counter-Claimants do not oppose dismissal of their trade libel claim.

9 In this claim, Counter-Claimants allege that "[i]n or about 10 June 2009 and July 2009, [Passport] published untrue facts regarding 11 TMI and Flaharty"; and "[w]hen [Passport] published these untrue facts, [Passport] knew they were false, or published them with 12 13 reckless disregard for the truth of the facts." (Amended Countercl. ¶¶ 105-106.) Counter-Claimants further allege "[a]mong the untrue 14 15 statements published by [Passport], [were] '[TMI] cannot perform nation-wide services' and `[TMI] is using [Passport's] materials' and 16 17 '[TMI] is in trouble.'" (Id. ¶ 108.) Further, Counter-Claimants 18 allege "[Passport also] told TMI and Flaharty's customers and 19 suppliers that TMI and Flaharty were operating in violation of the law and would be shut down" and "[Passport] . . . told each [Passport] 20 21 franchisee to not communicate with TMI and Flaharty and if they did, 22 they would be subpoenaed as witnesses in the instant action." (Id.) 23 Counter-Claimants plead these statements caused them to "suffer[] 24 damages in the form of lost profits from customers who were scared off by [Passport's] untrue remarks and in the form of increased costs in 25 26 dealing with suppliers who believed [Passport's] untrue comments about 27 TMI's and Flaharty's ability to conduct business in the future in an 28 amount unknown at this time . . . ." (Id.  $\P$  109.)

1 "Trade libel is the publication of matter disparaging the 2 quality of another's property, which the publisher should recognize is 3 likely to cause pecuniary loss to the owner. The tort encompasses all false statements concerning the quality of services or product of a 4 business which are intended to cause that business financial harm and 5 6 in fact do so." ComputerXpress, Inc. v. Jackson, 93 Cal. App. 4th 7 993, 1010 (2001) (quotations and citations omitted). "Since mere 8 opinions cannot by definition be false statements of fact, opinions 9 will not support a cause of action for trade libel." Id. at 1010-11. 10 To allege a "cause of action for trade libel [a Plaintiff is required 11 to allege]: (1) publication, (2) which induces others not to deal with 12 plaintiff, and (3) special damages." Aetna Cas. & Sur. Co., Inc. v. 13 Centennial Ins. Co., 838 F.2d 346, 351 (9th Cir. 1998) (applying California law). The third element "requires pleading and proof of 14 15 special damages in the form of pecuniary loss." Leonardini v. Shell Oil. Co., 216 Cal. App. 3d 547, 572 (1989). The pleader "may not rely 16 17 on a general decline in business arising from the falsehood, and must 18 instead identify particular customers and transactions of which [they] 19 were deprived as a result of the [trade] libel." Mann v. Quality Old 20 Time Serv., Inc., 120 Cal. App. 4th 90, 109 (2004). "This means, in 21 the usual case, that the plaintiff must identify the particular 22 purchasers who have refrained from dealing with him, and specify the 23 transactions of which he claims to have been deprived." Erlich v. Etner, 224 Cal. App. 2d 69, 73-74 (1964) (quotations and citation 24 omitted). 25

Counter-Claimants' allegations that they have suffered "lost profits from customers who were scared off" and "increased costs in dealing with suppliers who believed [Passport's] untrue comments"

describe a general decline in business that is insufficient to plead special damages. <u>See Continental D.I.A. Diamond Products, Inc. v.</u> <u>Dong Young Diamond Indus. Co., Ltd</u>, No. C. 08-02136 SI, 2009 WL 330948, at \*6 (N.D. Cal. Feb. 10, 2009) (dismissing trade libel claim, in part, for failure to allege "pecuniary value of lost business"). Therefore, Counter-Claimants' trade libel claim is dismissed.

7

### D. Intentional Interference with Prospective Business Advantage

8 Passport also seeks dismissal of Counter-Claimants' 9 intentional interference with prospective business advantage claim. 10 Passport contends Counter-Claimants have not pled that the alleged 11 interference was wrongful.

12 Counter-Claimants allege that "[i]n June and July 2009, 13 there was an existing economic relationship between TMI and Flaharty . . . and . . . other potential customers including CSL Biotherapies"; 14 15 "[Passport] knew of the relationship between Counter-Claimants and the 16 specific potential customers"; "[Passport] committed intentional acts designed to interfere with the relationship between TMI and Flaharty 17 18 and their potential customers," including telling "potential customers 19 . . . that TMI and Flaharty were 'incapable of performing nationwide 20 services' . . ., that TMI and Flaharty would not be in business long 21 and that it would be trouble for those potential customers to do 22 business with TMI and Flaharty"; "[t]he relationship between TMI and 23 Flaharty and their potential customers was actually interrupted"; and 24 as "a direct and proximate cause of [Passport's] interference, TMI and Flaharty have suffered damages because at least two customers decided 25 26 not to do business with TMI and Flaharty as a result of the false 27 statements made by [Passport]." (Amended Countercl. ¶¶ 111-115.) 28 The elements of a claim for intentional interference with

prospective business advantage under California law are: "(1) an 1 2 economic relationship exists between the plaintiff and some third party, with the probability of future economic benefit to the 3 plaintiff; (2) the defendant's knowledge of the relationship; (3) 4 5 intentional acts on the part of the defendant designed to disrupt the 6 relationship; (4) actual disruption of the relationship; and (5) 7 economic harm to the plaintiff proximately caused by the acts of the 8 defendant." Korea Supply Co. v. Lockheed Martin Corp., 29 Cal.4th 9 1134, 1153 (2003). "The tort of interference with prospective 10 business advantage applies to interference with existing 11 noncontractual relations which hold the promise of future economic 12 advantage. In other words, it protects the expectation that the 13 relationship will eventually yield the desired benefit, not 14 necessarily the more speculative expectation that a potentially 15 beneficial relationship will eventually arise." Google Inc. v. Am. Blind & Wallpaper Factory, Inc., No. C 03-05340 JF, 2005 WL 832398, at 16 17 \*8 (N.D. Cal. Mar. 30, 2005) (quoting Westside Ctr. Assocs. v. Safeway 18 Stores 23, Inc., 42 Cal. App. 4th 507 (1996)).

19 Counter-Claimants' intentional interference with prospective 20 business advantage claim is deficient since Counter-Claimants have not 21 sufficiently alleged that an economic relationship existed between 22 themselves and a third-party with the promise of future economic 23 advantage. Counter-Claimants' alleged relationship with "potential 24 customers" is insufficient to satisfy the first element of this claim. See Google, 2005 WL 832398, at \*8 (dismissing intentional interference 25 26 with prospective business advantage claim because relationship with "repeat customers" was too speculative and did not "rise to the level 27 28 of the requisite promise of future economic advantage") (quotations

omitted); see also Westside Ctr. Assocs., 42 Cal. App. 4th 507 1 2 (holding that alleged relationship with prospective buyer was 3 insufficient because probability of future economic benefit was too speculative). "Allegations that amount to a mere hope for an economic 4 5 relationship and a desire for future benefit are inadequate to satisfy 6 the pleading requirements of the first element of the tort." Google, 7 2005 WL 832398, at \*8 (quoting Blank v. Kirwan, 39 Cal. 3d 311, 331 8 (1985) (holding, in part, that alleged relationship with potential 9 club patrons was insufficient to state an intentional interference with prospective business advantage claim)). Therefore, Counter-10 11 Claimants' intentional interference with prospective business 12 advantage claim is dismissed.

13

23

24

25

26

27

28

### E. Unfair Business Practices

Passport lastly argues Counter-Claimants' unfair business practices ("UCL") claim should be dismissed since Flaharty has not established that she has suffered an injury in fact; Counter-Claimants improperly seek damages; and Counter-Claimants have not alleged any wrongful or unfair business practices.

19 Counter-Claimants allege Passport's "acts constitute unfair 20 business practices such that the public would likely be deceived . . . 21 ." (Amended Countercl. ¶ 117.) Counter-Claimants factual allegations 22 concerning Passport's conduct include:

Passport's . . . selling [of Passport] franchises while advertising that [Passport] shall provide guidance and assistance as described in Section 7 of the Franchise Agreement to its new franchisees, all the while knowing that [Passport] would not meet those obligations. Also, [Passport] knows that its representation that it will perform Sections 2, 7 and 9 of the Franchise Agreement, all the while knowing that it would not perform those obligations to any current or new franchisee is likely to mislead the public. Further,

[Passport's] act of publishing untrue statements of TMI's ability to perform national contract constitutes an unfair business practice because the general public is likely to be deceived bv [Passport's] untrue statements. Also, [Passport's] forgery of documents related to TMI's relationship with a supplier is likely to deceive the public because [Passport] presented the forged document as a truthful, accurate and lawful document.

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

16

17

18

19

20

21

22

23

24

25

26

27

(Id. ¶ 118.) Counter-Claimants allege they "have suffered damages in the form of royalty payments that TMI and Flaharty would not have paid if [Passport] had not acted in such a fraudulent and unlawful way." (Id. ¶ 119.)

Counter-Claimants' allegation that "they have suffered damages in the form of royalty payments" satisfies the injury-in-fact requirement since Counter-Claimants allege they have "expended money due to defendant's acts of unfair competition." Hall v. Time Inc., 158 Cal App. 4th 847, 854 (2008). Although Passport argues that only TMI made royalty payments, the allegations in the amended counterclaim are presumed to be true. Further, while Passport argues damages are not an available remedy for an unfair competition claim, Counter-Claimants' amended counterclaim only alleges that "TMI and Flaharty are entitled to injunctive relief." (Amended Countercl. ¶ 119.) Lastly, Passport argues that Counter-Claimants' "allegations . . . of wrongful conduct are based on the same actions that underlie [the] claim for breach of contract" and therefore Counter-Claimants "have not established that [Passport] behaved wrongfully or engaged in any unfair business practice." This argument, however, overlooks Counter-Claimants' allegations that do not constitute alleged breaches of the Agreement, including Counter-Claimants' allegations that Passport published "untrue statements" and forged documents. Therefore, 28

Passport has not shown Counter-Claimants' UCL claim should be dismissed and this portion of their motion is denied.

#### IV. CONCLUSION

For the stated reasons, Passport's dismissal motion is 4 5 GRANTED AND DENIED IN PART. While Counter-Claimants request that they 6 be granted leave to amend any dismissed claim, they have not explained 7 how further amendment would be productive. The amended counterclaim 8 contains many of the same deficiencies that were identified in the 9 court's previous order dismissing the original counter-claim. 10 Therefore, it appears that further amendment would be futile. See 11 Zucco Partners, LLC v. Digimarc Corp., 552 F.3d 981, 1007 (9th Cir. 12 2009) (stating that "where the plaintiff has previously been granted 13 leave to amend and has subsequently failed to add the requisite particularity to its claims, the district court's discretion to deny 14 15 leave to amend is particularly broad.") Accordingly, the dismissed claims are dismissed without leave to amend. 16

Dated: May 11, 2010

3

17

18

19

20

21

22

23

24

25

26

27

28

GARLAND E. BURREUL, JR. / United States District Judge