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17	IN THE SUPERIOR COURT OF THE	
18	FOR THE COUNTY OF	ALAMEDA
	ANGELA UNDERWOOD JACOBS,	Case No. 22-CV-005233
19	Individually and as Successor-in-Interest to the Estate	CECOND AMENDED COMBI AINTE
20	of Dave Patrick Underwood; and GREGORY E. UNDERWOOD, Individually and as Successor-in-	SECOND AMENDED COMPLAINT FOR WRONGFUL DEATH AND
21	Interest to the Estate of Dave Patrick Underwood;	SURVIVAL ACTION DAMAGES:
22	Plaintiffs,	1. NEGLIGENCE
23	v.	2. STRICT LIABILITY – DESIGN DEFECT
24	v.	DESIGN DEFECT
	META PLATFORMS, INC., f/k/a FACEBOOK, INC.	, DEMAND FOR JURY TRIAL
25	Defendant.	Assigned for all purposes to:
26		Judge: Hon. Eumi Lee
27		Trial Date: None Set
28		
	SECOND AMENDED COMPLAINT FOR WRONGELL DEAT	TH AND SURVIVAL ACTION DAMAGES

TABLE OF CONTENTS

2	PARTIES	5
3	JURISDICTION AND VENUE5	
4	FACTUAL ALLEGATIONS	
5	I.	Meta Is Engaged in Social Engineering in the Digital and Physical World7
6 7	II.	Meta's Business Decisions Result in Facebook Presenting a Danger to the Physical World
8		A. Meta's Revenues Are Dependent on Ad Sales, Which Are Dependent on a Robust User Base
10		B. Meta Turned to Groups in an Effort to Fight the Declining Engagement of its User Base
11 12		C. Meta Cultivates and Promotes User Outrage in an Effort to Engage its User Base
13 14		D. Meta Encourages, Promotes, and Rewards Inflammatory Content to Keep Its Users Engaged
15 16		E. Meta Recommends Extremist Groups and Promotes Participation in Extremist Groups to Keep Its Users Engaged
17 18	III.	Meta Knew or Should Have Known that it was Radicalizing Facebook Users and Connecting them with Communities of Other Extremists on Facebook, thereby Increasing the Likelihood its Users Would Commit Violent Acts in the Physical World
19 20		A. Meta's Internal Research Shows the Danger Meta is Causing19
21		B. NGOs and Others Warn Meta About the Danger Meta is Causing21
22	IV.	Meta Played An Active Role in the Events that Led to Dave Patrick Underwood's Death
23 24		A. Meta was the Primary Recruiter for the Violent Boogaloo Movement
2526		B. Meta Connected Officer Underwood's Murderer and His Accomplice – and Provided the On-Line Boogaloo Community that
27 28		Encouraged their Extremism and Supported their Criminal Planning

1	COUNT ONE WRONGFUL DEATH / SURVIVAL ACTION DUE TO GENERAL NEGLIGENCE		
2			
3	COUNT TWO WRONGFUL DEATH / SURVIVAL ACTION DUE TO STRICT LIABILITY – DESIGN DEFECT		
4	PRAYER FOR RELIEF40		
5	JURY TRIAL DEMAND41		
6			
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
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21			
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Plaintiff Angela Underwood Jacobs, individually and as Successor-in-Interest to the Estate of Dave Patrick Underwood, and Plaintiff Gregory E. Underwood, individually and as Successor-in-Interest to the Estate of Dave Patrick Underwood, by and through undersigned counsel, hereby sue Meta Platforms, Inc., formerly known as Facebook, Inc., for the wrongful death of Dave Patrick Underwood and for survival action damages, and allege as follows:

- 1. Dave Patrick Underwood, a Federal Protective Services Officer, was murdered while guarding the Ronald V. Dellums federal building in Oakland, California during protests over the police killing of George Floyd. Officer Underwood was shot by a boogaloo extremist who planned on Facebook to use the protests as cover for anti-government violence targeting law enforcement officers and enlisted an accomplice in a Facebook group devoted to the same.
- 2. While these men bear responsibility for Officer Underwood's death, Meta shares in that responsibility because Meta encouraged and elevated the posting of extremist views and violent rhetoric on Facebook, hosted and encouraged the creation of boogaloo groups on Facebook, filled the boogaloo shooter's and driver's Facebook feeds with extremist content, and ultimately recruited them to join one or more boogaloo groups on Facebook where the men met and hatched their plans.
- 3. Meta's actions were deliberate and informed business decisions. Meta knew that inflammatory, divisive, and untrue content including extremist views and violent rhetoric would adhere Facebook users to the platform. Meta knew that algorithms that promoted and pushed extremist content and violent rhetoric would encourage the posting of such content and intensify the psychological impact of that content on Facebook users. And Meta knew, or should have known, when recommending that its users join extremist boogaloo groups on Facebook, that socializing with other members of this extremist movement would embolden their beliefs and

increase the likelihood that they would carry out the violent intentions of the boogaloo movement offline in the physical world.

PARTIES

- 4. Plaintiff Angela Underwood Jacobs is a citizen of California, residing in Los Angeles County, and is otherwise *sui juris*.
- 5. Plaintiff Gregory E. Underwood is a citizen of California, residing in San Mateo County, and is otherwise *sui juris*.
- 6. Defendant Meta Platforms, Inc., is a Fortune 500 company that owns, operates, controls, produces, designs, maintains, manages, develops, tests, labels, markets, advertises, promotes, supplies, and distributes digital products available through mobile and web-based applications, including the www.facebook.com website and Facebook applications for mobile devices, which are widely distributed to consumers throughout the United States. Prior to October 2021, Meta Platforms, Inc., was known as Facebook, Inc. In this Complaint, Plaintiff refers to the Defendant as "Meta," including, for the sake of consistency, with regard to the actions and conduct of the company prior to its name change, and refers to Meta's digital products consisting of its website and mobile applications as "Facebook."
- 7. Meta is incorporated in Delaware, and its principal place of business is 1 Hacker Way, Menlo Park, CA 94025, in San Mateo County.

JURISDICTION AND VENUE

- 8. This is a survival action for the extreme pain and suffering endured by Dave Patrick Underwood from the time of the shooting until the time of his death, and an action for his wrongful death, seeking damages in excess of \$25,000, exclusive of attorneys' fees and costs.
- 9. Plaintiffs Angela Underwood Jacobs and Gregory E. Underwood bring these claims pursuant to California Code of Civil Procedure § 377.60, as wrongful death heirs of Dave

Patrick Underwood, deceased, and his successors-in-interest under California Code of Civil Procedure § 377.30.

- 10. At the time of his death, Dave Patrick Underwood was a citizen and resident of California and without a "surviving spouse, domestic partner, children... issue of deceased children," Cal. Code Civ. P. § 377.60(a), or surviving parents.
- 11. Plaintiffs Angela Underwood Jacobs and Gregory E. Underwood, as surviving siblings of Dave Patrick Underwood, are entitled to the property of Dave Patrick Underwood under the California laws of intestate succession, see Cal. Prob. Code § 6402(c), and, therefore, have standing to bring a claim for his wrongful death under California Code of Civil Procedure § 377.60(a).
- 12. Plaintiffs Angela Underwood Jacobs and Gregory E. Underwood are the only known heirs of Decedent Dave Patrick Underwood.
- 13. Plaintiffs Angela Underwood Jacobs and Gregory E. Underwood also bring this action as the successors-in-interest to Decedent Dave Patrick Underwood's survival claim. *See* April 14, 2022 Order entered in No. P20-00724 (Sup. Ct. Contra Costa Cty.), attached as Exhibit 2 to Declarations of Angela Underwood Jacobs and Gregory E. Underwood¹ (awarding Plaintiffs "[t]he right to pursue damages for pain and suffering in a survival action proceeding filed after January 1, 2022").
- 14. Defendant Meta is subject to the jurisdiction of this Court because it is headquartered in California. Furthermore, Meta is qualified and authorized to, has regularly done, and is doing business in California, and has systematically conducted business on a regular basis in California, under and by virtue of California law.

¹ The declaration of Angela Underwood Jacobs is attached hereto as <u>Exhibit A</u>. The declaration of Gregory E. Underwood is attached hereto as <u>Exhibit B</u>.

15. Venue is proper in Alameda County, where Dave Patrick Underwood's wrongful death occurred, under California Civil Code of Procedure 395.

FACTUAL ALLEGATIONS

I. Meta Is Engaged in Social Engineering in the Digital and Physical World

- 16. Facebook is the largest social media network in the world. What began as a way for Harvard students to meet and socialize is now an open platform used by billions of people around the world. At the end of 2019, Facebook had 2.50 billion monthly active users, of which approximately 1.66 billion used the site every day.
- 17. Meta once described Facebook as a tool "to give people the power to share and make the world more open and connected." According to Meta's CEO, Mark Zuckerberg, since at least 2017, Meta has designed and engineered Facebook to manifest changes in the physical world in order to "build community and bring the world closer together."
- 18. To accomplish this mission of socially engineering the physical world,⁴ Meta redesigned Facebook to promote and emphasize user engagement in hobby clubs, civil society organizations, and other community groups.
- 19. By getting its users to join groups on Facebook, Zuckerberg envisioned results in the physical world: "Once people are coming together in these smaller groups, that actually grows and it ends up with much bigger changes in the world."⁵

² David Ingram, *CEO Zuckerberg tweaks Facebook mission to focus on groups*, REUTERS (June 22, 2017), https://www.reuters.com/article/us-facebook-zuckerberg/ceo-zuckerberg-tweaks-facebook-mission-to-focus-on-groups-idUSKBN19D2EX (last visited June 14, 2023).

³ *Id.*

⁴ "Social engineering" as used here is means a top-down, large scale effort to influence attitudes or behavior. By "digital world," Plaintiffs are referring to activity on Facebook or on-line. By "physical world" Plaintiffs are referring to activity that takes place in the physical world.

⁵ Ingram, *supra* note 2.

mgram, supra note 2.

- 20. Referencing the decline in membership in some local groups by as much as one-quarter since the 1970s, as reported by social scientists,⁶ Meta stated its intent to "strengthen existing physical communities by helping people come together online as well as offline." Meta explained the link between on-line conversation and off-line action as so: "In the same way connecting with friends online strengthens real relationships, developing this [group] infrastructure will strengthen these [physical] communities, as well as enable completely new ones to form." It recognized these "communities don't just interact online. They hold gettogethers, organize dinners, and support each other in their daily lives."
- 21. These goals, stripped of content, sound benign, or even benevolent. But, when tied to extremist content and violent rhetoric, an obvious threat is clear.

II. Meta's Business Decisions Result in Facebook Presenting a Danger to the Physical World

- 22. Since 2017, Meta has focused its efforts on boosting membership in groups. Meta has stated a goal of enrolling 1 billion of its users in meaningful groups. In February 2017, 100 million were subscribed to groups; by February 2019 that number had grown to 400 million.
- 23. Meta's business strategy, if executed ethically, would have been sound. It is well-established in the social, behavioral, and health sciences that a sense of belonging improves health and emotional well-being. Indeed, belonging has been identified as a basic human need and a motivating driver of human behavior.

⁶ Robert Putnam, Bowling Alone: The Collapse and Revival of American Community (2000), p. 63.

⁷ Mark Zuckerberg, *Building Global Community*, FACEBOOK (May 5, 2021), https://www.facebook.com/notes/3707971095882612 (last visited June 14, 2023).

⁸ *Id*.

 $^{^{9}}$ Id.

- 24. Meta's efforts to promote groups are both categorical and specific. Meta advertises groups writ large on the platform and spent \$10 million in 2019 to air a 60-second ad promoting Facebook groups during Super Bowl LIV. Meta has re-tooled its mobile applications and website to move groups and group recommendations into positions of increasing prominence. During 2019 and 2020, Meta rolled-out a major re-design of the mobile application and website interfaces to achieve this goal.
- 25. In addition to the spending and opportunity costs Meta has devoted to this explicit marketing, Meta invested in supporting the infrastructure of groups, developing tools and support services for the administrators and moderators of Facebook groups. At present, there are approximately 70 million such administrators.
- 26. Meta's motives for focusing on Facebook groups—*changing the world*—may are firmly rooted in a profit-seeking agenda.
- 27. Meta's business model is based on its ability to attract both users and advertisers to the platform. Meta has created a variety of proprietary products including Facebook user dossiers, Facebook customized recommendations, and Facebook group space to ensure that it engages users and captures information about them for the benefit of advertisers.

A. Meta's Revenues Are Dependent on Ad Sales, Which Are Dependent on a Robust User Base

28. Facebook users do not pay Meta to create a Facebook account. Once a user opens a Facebook account, the account holder can, at no cost, create a profile page, post content (such

¹⁰ Salvador Rodriguez, *Mark Zuckerberg shifted Facebook's focus to groups after the 2016 election and it's changed how people use the site*, CNBC (Feb. 16, 2020), https://www.cnbc.com/2020/02/16/zuckerbergs-focus-on-facebook-groups-increases-facebook-engagement.html (last visited June 14, 2023).

as photographs, videos, and links to articles), make friends with other users, view content posted by other users, and join groups sponsored and supported by Facebook.

- 29. Instead of charging Facebook users to access the platform, Meta earns most of its revenue by selling advertising services. For example, Meta generated \$69.7 billion from advertising in 2019, more than 98% of its total revenue for the year. Meta is able to generate such revenues by marketing its user base to advertisers.
- 30. Meta collects and analyzes data to assemble virtual dossiers on its users, covering tens of thousands of user-specific data segments. ¹¹ This data collection and analysis allows advertisers to micro-target advertising and advertising dollars to very specific types of users, who can be segregated into pools or lists using Facebook's data segments. Not all of these data segments come from content that is explicitly designated by users for publication or explicitly provided by users in their account profiles. Many of these data segments are collected by Meta through surveillance of each user's activity on the platform and off the platform, including behavioral surveillance that users are not even aware of like navigation paths, watch time, and hover time.
- 31. Facebook, as originally conceived, may have functioned like an enormous virtual bulletin board, where content was published by authors. But Facebook has evolved over time with the addition of numerous features and products designed by Meta to engage users. The earliest of these the search function and the "like" button were user-controlled features. In more recent years, however, Meta has taken an active role in shaping the user-experience on the platform with more complex features and products that are not triggered by user requests. ¹² The

¹¹ Angwin, Mattu, Parris, *Facebook Doesn't Tell Users Everything it Really Knows About Them*, PROPUBLICA (Dec. 27, 2016), https://www.propublica.org/article/facebook-doesnt-tell-users-everything-it-really-knows-about-them (last visited June 14, 2023).

¹² Luke Munn, *Angry by design: toxic communication and technical architectures*, HUMAN. SECOND AMENDED COMPLAINT FOR WRONGFUL DEATH AND SURVIVAL ACTION DAMAGES

most visible of these are curated recommendations, which are pushed to each user in a steady stream as the user navigates the website and in notifications sent to the user's smartphone and email addresses when the user is off-platform. These proprietary Facebook products¹³ include News Feed (a newsfeed of stories and posts published on the platform, some of which are posted by your Facebook friends or members of groups you have joined, and others that are suggested for you by Facebook), People You May Know (introductions to persons with common connections or background), and Suggested for You, Groups You Should Join, and Discover (recommendations for Facebook groups to join).

- 32. These curated and bundled recommendations are developed through sophisticated algorithms. As distinguished from the earliest search functions that were used to navigate websites during the Internet's infancy, Meta's algorithms are not based exclusively on user requests or even user inputs. Meta's algorithms combine the user's profile (*e.g.*, the information posted by the user on the platform) and the user's dossier (the data collected and synthesized by Meta to which Meta assigns categorical designations), make assumptions about that user's interests and preferences, make predictions about what else might appeal to the user, and then make very specific recommendations of posts and pages to view and groups to visit and join based on rankings that will optimize Meta's key performance indicators.
- 33. Meta's algorithms are carefully protected intellectual property. While they are often characterized as automated and impersonal, they are, in actuality, dynamic and subject to frequent refinement. They also reflect the inferences, judgments, priorities, and decision-making

Soc. Sci. Comm. 7, 53 (2020).

¹³ Facebook refers to "features" and "services" provided on the Facebook platform as "Facebook Products" in its Terms of Service. The Facebook Terms of Service also grant Facebook a license to "host, use, distribute, modify, run, copy, publicly perform or display, translate, and create derivative works of" content created by Facebook users. *Terms of Service*, FACEBOOK, https://www.facebook.com/terms.php?ref=pf (last visited Oct. 15, 2021), at ¶ 3.

of human programmers, managers, and executives at Meta. Importantly, they are also optimized to achieve Meta's chief goal: increasing the time users spend on the platform. To that end, Meta designed and engineered Facebook using methods that mimic the addictive effects of casino slot machines on its users in order to keep users engaged with the platform for as long and as often as possible by knowingly creating features with the purpose of exploiting vulnerabilities in human psychology. 15

B. Meta Turned to Groups in an Effort to Fight the Declining Engagement of its User Base

- 34. By the time Meta announced it was going to push its users to join Facebook groups in order to change the world, it had suffered a significant decline in the engagement of its user base in that users were making personal updates on their Facebook feeds on a much less frequent basis.¹⁶
- 35. With more than one billion active members of Facebook groups, Meta recognized that most users do not seek out groups on their own groups are recommended to them by other users or by Facebook itself.¹⁷ Meta decided that by improving its "suggestions [it would] help connect one billion people with meaningful communities, [and] strengthen our social fabric." ¹⁸

¹⁴ Adam Alter, Irresistible: The Rise of Addictive Technology and the Business of Keeping Us Hooked (2018).

¹⁵ Olivia Solon, *Ex-Facebook president Sean Parker: site made to exploit 'vulnerability'*, THE GUARDIAN (Nov. 9, 2017), https://www.theguardian.com/technology/2017/nov/09/facebook-sean-parker-vulnerability-brain-psychology (last visited June 14, 2023).

¹⁶ Erin Griffith, Facebook Users are Sharing Fewer Personal Updates and It's A Big Problem, FORTUNE (Apr. 7, 2016), https://fortune.com/2016/04/07/facebook-sharing-decline (last visited June 14, 2023).

¹⁷ Zuckerberg, *supra* note 7.

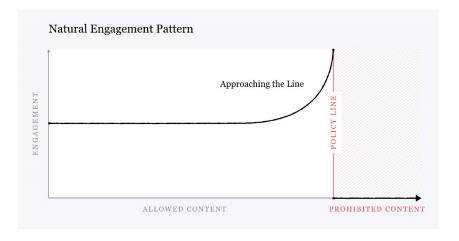
 $^{^{18}} Id$

36. In designing and engineering Facebook to promote users to interact in Facebook groups, Meta was building what it claimed to be "the digital equivalent of the living room," purportedly providing users with places they could interact privately.¹⁹

37. With users becoming more engaged with the platform, Meta is provided with more opportunity to gather and sell their data, generating advertising revenues. Thus, it built a superstructure to support groups and built algorithms to recruit members for those groups.

C. Meta Cultivates and Promotes User Outrage in an Effort to Engage its User Base

- 38. Meta has found that users engage more with Facebook when they see content that will outrage or titillate them, prompting them to share and react to that content.²⁰
- 39. Meta CEO Mark Zuckerberg publicly recognized this in a 2018 post, in which he demonstrated the correlation between engagement and sensational content that is so extreme it violates Facebook standards, with the following chart:²¹



¹⁹ Quentin Fottrell, *Mark Zuckerberg wants people to join Facebook groups, but critics say it's another way to collect your most intimate data*, MARKETWATCH (May 5, 2019), https://www.marketwatch.com/story/the-genius-move-behind-facebooks-redesign-mining-users-for-even-more-valuable-data-2019-05-01 (last visited June 14, 2023).

²⁰ Karen Hao, *How Facebook got Addicted to Spreading Misinformation*, MIT TECHNOLOGY REVIEW (Mar. 11, 2021).

²¹Mark Zuckerberg, *A Blueprint for Content Governance and Enforcement*, FACEBOOK, https://www.facebook.com/notes/751449002072082/ (last visited October 15, 2021).

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- 40. While CEO Zuckerberg asserted, at that time, that Facebook user engagement had stayed within the boundaries of content deemed acceptable by Meta, the public record has shown Facebook content on the wrong side of public safety and public health: disruption of Black Lives Matter protests by white supremacists, the violent boogaloo movement, coronavirus disinformation and related anti-mask agitation. Meta has been most recently on the wrong side of efforts to destabilize the democratic process, by boosting content that attempted to de-legitimize the 2020 election and fomenting the Capitol Riot.
- Meta's algorithms create a self-reinforcing and accelerating dynamic. By elevating 41. and promoting inflammatory, divisive, and untrue content, Meta encourages the publication of such content. At the same time, Meta's algorithms learn to feed users increasingly extreme viewpoints because users engage more with such content.²² These effects are not unintentional. Meta's first Director of Monetization, Tim Kendall, has explained that Meta has "sought to mine as much attention as humanly possible... [taking] a page form Big Tobacco's playbook, working to make [its] offering addictive at the outset."²³
 - D. Meta Encourages, Promotes, and Rewards Inflammatory Content to Keep Its **Users Engaged**
- 42. Meta's algorithms promote extremism by exposing users to inflammatory, divisive, and untrue content. Meta has made the choice to do this because material that engenders a strong emotional reaction engages users.²⁴
- 43. Meta's algorithms reward the most prolific users, recommending their content, even though hyperactive use is associated with partisan accounts and suspicious use patterns

²² Hao, *supra* note 20.

²³ Kate Cox, Former Facebook manager: "We took a page from Big Tobacco's playbook," ARS TECHNICA (Sept. 24, 2020).

²⁴ Jeff Horwitz, Facebook Executives Shut Down Efforts to Make the Site Less Divisive, THE WALL STREET JOURNAL (May 26, 2020); Munn, supra note 11.

suggestive of shift-work or bot activity. Facebook accounts that are known for and promote misinformation generate almost twice as much engagement per follower than other accounts.²⁵ As such Meta's policy to promote the most engaging content promotes accounts that push misinformation.

- 44. To provide an example of how this type of escalation works, one researcher reported the following progression: a social media user who has showed an interest in vegetarianism may first be shown content regarding vegetarian cooking, to be followed by progressively more extreme content, such as information on the ethics of vegetarianism and veganism, then animal liberation, and ultimately eco-terrorism.²⁶
- 45. The News Feed product is a customized scroll that Facebook creates for each user, recommending news stories and posts. The contents of each user's scroll vary depending on Meta's dossier and the weight Meta's algorithms place on the user's profile and the people, groups, and stories that are trending. The News Feed accounts for much of time that users typically spend on the platform.
- 46. A major overhaul of the News Feed algorithm in 2018 was intended, according to Meta, to boost "meaningful social interactions." Instead, staffers realized, it was making the platform an angrier place. As explained by one internal memo, the decision to give greater weight to the number of comments and reshares "had unhealthy side effects on important slices of public

new-study-shows-just-how-much.

²⁵ Michael Martin, Will Jarvis, Far-Right Misinformation Is Thriving on Facebook. A New Study Shows Just How Much, NPR (Mar. 6, 2021), https://www.npr.org/2021/03/06/974394783/far-right-misinformation-is-thriving-on-facebook-a-

²⁶ This is an actual example of videos chosen and presented to YouTube users by its algorithms. *See* Zeynep Tufekci, *YouTube, the Great Radicalizer*, NEW YORK TIMES (Mar. 10, 2018).

²⁷ Keach Hagey, Facebook Tried to make its Platform a Healthier Place. It Got Angrier Instead., THE WALL STREET JOURNAL (Sept. 15, 2021).

content, such as politics and news" because content publishers were re-orienting their posts toward outrage and sensationalism to increase the likelihood of wider visibility and review.²⁸ Staffers noted that "[m]isinformation, toxicity, and violent content are inordinately prevalent among reshares."²⁹

- 47. Meta researchers also took note in 2018 that the MSI (meaningful social interactions) project, by rewarding untrue, divisive, and violent content, was discouraging the posting of meaningful content, thereby reducing the opportunities for user engagement with "positive and policy posts." ³⁰
- 48. Internal company documents show that Meta tests in 2019 again showed that Meta's algorithms were delivering News Feeds comprised of divisive and extremist content as well as misinformation and that by simply following those recommended pages and groups, ordinary users would encounter a "nightmare" of "polarizing nationalist content, misinformation, and violence and gore." In the words of one Meta researcher, "I've seen more images of dead people in the past 3 weeks than I've seen in my entire life." 32
- 49. In the spring of 2020, Meta tested a revision of an algorithm called "downstream MSI" and found that reducing the weight assigned to the likelihood that people would share or comment on a post would reduce the proliferation of false content.³³ Meta applied this revision to civic and health information in the spring of 2020, but CEO Mark Zuckerberg advised his staff

²⁸ *Id*.

²⁹ *Id*.

³⁰ *Id*.

³¹ Justin Scheck, Facebook Employees Flag Drug Cartels and Human Traffickers. The Company's Response is Weak, Documents Show., THE WALL STREET JOURNAL (Sept. 16, 2021).

³² Id.

³³ Hagey, *supra* note 27.

that he did not want to apply the changes to other types of content if it would reduce user engagement.³⁴

E. Meta Recommends Extremist Groups and Promotes Participation in Extremist Groups to Keep Its Users Engaged

- 50. Not only did Meta begin pushing Facebook users to join groups in order to increase their engagement, it specifically promoted their participation in extremist groups.
- 51. Facebook promotes specific groups to individual users, showing them content in users' timelines, through their News Feeds, and through specific recommendations to join groups via Suggested For You, Groups You Should Join, and Discover. As set forth above, these recommendations are generated by Facebook algorithms which are built more upon Meta's assumptions and inferences about what users think, like, and want rather than what users have explicitly written, liked, or indicated to Facebook. The algorithms are weighted to favor untrue, inflammatory, and divisive content that will grab and keep users' attention. Furthermore, the recommendations are not based on Facebook user requests for recommendations they are pushed onto users. Plaintiffs allege that Meta is recruiting new members for extremist groups.
- 52. Most members of extremist groups on Facebook joined after Meta recommended they do so.³⁵
- 53. While Meta recruits members for Facebook groups, Meta does not employ content moderators to monitor the content generated by private groups. Meta relies on artificial intelligence to monitor content generated by these groups and there is evidence that these systems, as designed, catch only 3-5% of hate content. By failing to adequately employ the use of artificial intelligence to eliminate hate content, Meta largely relies on group members to report

³⁴ *Id*.

³⁵ Horwitz, *supra* at 24.

³⁶ Testimony of Frances Haugen before the United States Senate on October 5, 2021. SECOND AMENDED COMPLAINT FOR WRONGFUL DEATH AND SURVIVAL ACTION DAMAGES

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violations of Facebook's Terms of Service and other policies and to monitor their own content within the group. Groups can designate some of the group members as administrators or moderators, but these are regular Facebook users – not employees of the company – who have the discretion to block content. Some moderators of extremist groups have warned that anyone reporting content to Facebook will be removed from the group.

- Ш. Meta Knew or Should Have Known that it was Radicalizing Facebook Users and Connecting them with Communities of Other Extremists on Facebook, thereby Increasing the Likelihood its Users Would Commit Violent Acts in the Physical World
- 54. Meta knew or should have known that in addition to the social and personal benefits associated with a sense of belonging, there are negative consequences of group formation, too. "[T]he radicalizing effects of various group dynamics have been thoroughly analyzed in the literature."37 It is well-understood that the security and support of a group emboldens individuals to engage in violence that they would not contemplate as individuals.³⁸ And, it has been recognized that "[t]he 'incentive structures and social cues of algorithm-driven social media sites' amplify the anger of users over time until they 'arrive at hate speech." 39
- 55. When a radicalized individual develops a kinship with other extremists who share similar views, which occurs as a result of socializing in an extremist community or extremist

³⁷ Mattias Wahlström, Social Media Mechanisms for Right-Wing Political Violence in the 21st Century: Discursive Opportunities, Group Dynamics, and Co-Ordination, 33 TERRORISM & POLITICAL VIOLENCE 766 (2012).

³⁸ See, e.g., id.; Clark McCauley, Mechanisms of Political Radicalization: Pathways Toward Terrorism, 20 TERRORISM & POLITICAL VIOLENCE 415 (2008); Radicalization and Violent Extremism: Lessons Learned from Canada, the U.K. and the U.S., U.S. DEP'T OF JUSTICE NAT'L INSTITUTE OF JUSTICE, at 4 (July 28–30, 2015) ("More than half of the researchers stated that having friends, family members, or acquaintances involved in violent extremism can potentially lead individuals to become (or stay) involved in violent extremism.").

³⁹ Munn, supra note 12 (quoting Fisher M, Taub A, How everyday social media users real-world extremists. NEW York (Oct. 10. 2018), TIMES become https://www.nytimes.com/2018/04/25/world/asia/facebook-extremism.html).

Facebook group, the individual is much more likely to support or engage in violence on behalf of their cause and becomes much less likely to deradicalize. ⁴⁰ Thus, by recommending extremists join extremist Facebook groups, Meta is increasing the likelihood the extremists will not only remain extremists, but will commit violent acts in the physical world.

A. Meta's Internal Research Shows the Danger Meta is Causing

- 56. In 2014, Meta was forced to admit undertaking a mass psychological and sociological experiment on users in 2012, when it manipulated the newsfeeds of 700,000 users to influence their individual and collective emotional states. It discovered two things. First, Meta discovered that more positive news feeds led to positive emotional states, that negative news feeds led to negative emotional states, and that these emotional states could be transferred to other users. Second, Meta learned that omitting emotional content from the newsfeed reduced user engagement.
- 57. In the last five years, Meta has learned through internal research that its efforts to engage users have had damaging consequences that reverberate off the platform.⁴⁴ Meta found that when using models that maximize engagement, Facebook increases polarization among users.⁴⁵

⁴⁰ Brian Hughes, *Brand of Brothers: Marketing the Islamic State*, THE MEDIA WORLD OF ISIS (2019); *Radicalization*, *supra* note 38.

⁴¹ Adam D. I. Kramer, Experimental evidence of massive-scale emotional contagion through social contacts, PNAS 111 (June 17, 2014); Gail Sullivan, Sheryl Sandberg not sorry for Facebook mood manipulation study, THE WASHINGTON POST (July 3, 2014) ("This was part of ongoing research companies do to test different products, and that was what it was; it was poorly communicated.").

⁴² Robinson Meyer, Everything We Know About Facebook's Secret Mood Manipulation Experiment, THE ATLANTIC (June 28, 2014).

 $^{^{43}}$ *Id*.

⁴⁴ Horwitz, *supra* note 24.

⁴⁵ Hao, *supra* note 20.

- 58. In 2016, Meta researcher and sociologist Monica Lee reported during an internal presentation that Meta's algorithms promote extremism. ⁴⁶ She presented hard data in support of her conclusions, including a finding that 64% of all new membership in German political extremist groups on Facebook, of which there were many, was due to Facebook's recommendation tools, primarily from the "Groups You Should Join" and "Discover" algorithms. ⁴⁷
- 59. In 2018, the results of internal Meta research were presented to Meta's senior executives. 48 These included a warning that Meta's algorithms promote extremism in its users by "exploit[ing] the human brain's attraction to divisiveness." The presentation also warned that Meta's algorithms "would feed users 'more and more divisive content in an effort to gain user attention & increase time on the platform" unless the company took action to prevent this. 50
- 60. Meta's response, in 2018, was to reject or minimally adopt recommendations for actions to accomplish this because to do so would reduce user "engagement" Meta's term for the metric measuring the amount of time each user spent engaged with Facebook, including time spent, as well as likes, shares, and comments. CEO Mark Zuckerberg clearly communicated a limited interest in recalibrating Facebook for the good of society and instructed his employees not to make such suggestions in the future.⁵¹

⁴⁶ Horwitz, *supra* note 24; Simon Shuster, *Like, Share, Recruit: How a White-Supremacist Militia Uses Facebook to Radicalize and Train New Members*, TIME (Jan. 7, 2021).

⁴⁷ Horwitz, *supra* note 24.

⁴⁸ *Id*.

⁴⁹ *Id*.

⁵⁰ *Id*.

^{51 77}

- 61. Meta acknowledged in 2018 that fake news and hate speech about the Rohingya Muslim minority posted on Facebook contributed to the commission of genocide in Myanmar.⁵²
- 62. In 2018, Meta modified its algorithm. While CEO Zuckerberg stated at the time that the algorithm change would encourage users to interact more with loved ones, Meta's own researchers discovered that the change emphasized "[m]isinformation, toxicity, and violent content."⁵³
- 63. Meta CEO Mark Zuckerberg said the company made an "operational mistake" when it failed to remove the Facebook page for a militia group with more than 3,000 members that called for armed citizens to enter Kenosha, Wisconsin during protests that arose after the police shooting of Jacob Blake in August 2020. Meta failed to remove this page despite receiving over 450 reports that the page violated policies Meta had recently enacted allowing the removal of groups that posed a threat to public safety. Meta finally removed the page once a 17-year-old armed civilian shot three people, killing two, during the protests.

B. NGOs and Others Warn Meta About the Danger Meta is Causing

- 64. In addition to these internal Meta reports, numerous researchers, watchdogs, and government offices have raised warnings about the role Meta has played in recruiting new members for extremist groups and encouraging domestic unrest, civil strife, and crimes carried out by extremists.
- 65. The Anti-Defamation League has warned that Three Percenters, a militia movement group with "a track record of criminal activity ranging from weapons violations to

⁵² Hao, *supra* note 20; Alex Warofka, *An Independent Assessment of the Human Rights Impact of Facebook in Myanmar*, Facebook (Nov. 5, 2018), https://about.fb.com/news/2018/11/myanmar-hria/.

⁵³ Hagey, *supra* note 27.

acts.⁵⁹ Meta played a key role in the spread of the QAnon conspiracy theory. A report by the Institute for Strategic Dialogue concluded, "Facebook's 6 October [2021] ban of QAnon content came too late. Though pages and groups with tens of thousands of members that promoted QAnon were removed from the platform after the ban, the conspiracy had by then already enjoyed a three-year run on Facebook with little to stop it."⁶⁰ Additionally, "Even after the ban, personal Facebook profiles – many with large followings – [continued] to discuss and promote the conspiracy."⁶¹

70. The January 6, 2021 insurrection attempt at the Capitol was organized on Facebook and other social media. As the *New York Times* reported, "members of the Red-State Secession Facebook page were conversing in the language of insurrection" before January 6.⁶² That "page even encouraged its 8,000 followers to share the addresses of 'enemies,' including those for federal judges, members of Congress and well-known progressives."

⁵⁹ Jana Winter, *Exclusive: FBI Document Warns Conspiracy Theories Are a New Domestic Terrorism Threat*, YAHOO!NEWS (Aug. 1, 2019), https://news.yahoo.com/fbi-documents-conspiracy-theories-terrorism-160000507.html.

⁶⁰ Ciaran O'Connor, *The Boom Before the Ban: QAnon and Facebook*, ISD, https://www.isdglobal.org/wp-content/uploads/2020/12/20201218-ISDG-NewsGuard-QAnon-and-Facebook.pdf (last visited Oct. 15, 2021). A report by the Institute for Strategic Dialogue concluded, "Facebook's 6 October [2021] ban of QAnon content came too late. Though pages and groups with tens of thousands of members that promoted QAnon were removed from the platform after the ban, the conspiracy had by then already enjoyed a three-year run on Facebook with little to stop it." *Id.* at 7.

⁶¹ Id

⁶² Dan Barry, 'Be There. Will Be Wild!': Trump All but Circled the Date, THE NEW YORK TIMES (Jan. 6, 2021).

 $^{^{63}}$ *Id*

IV. Meta Played An Active Role in the Events that Led to Dave Patrick Underwood's Death

A. Meta was the Primary Recruiter for the Violent Boogaloo Movement

- 71. Among the extremist political movements that have grown in force over the last decade is a new strand of anti-government, anti-authoritarian agitation referred to as "boogaloo." While no definitive ideology or platform unites this movement, the core interests shared by boogaloo adherents are a fervent opposition to governmental authority and the idea of government itself and enthusiastic planning for a future civil war. The boogaloo community includes white supremacists, militia promoters, and far-right conspiracy theorists but their views are not universally held.
- 72. The term "boogaloo" first appeared in 2018 as a slang reference to future civil war. A movement cohered around the term in 2019. A proliferation of boogaloo groups exploded on Facebook in the early months of 2020 in response to governmental efforts to manage the coronavirus pandemic. These Facebook groups openly advocated for violence, discussed tactical strategies, combat medicine, and the merits of specific weapons, and shared information about building explosive devices. ⁶⁵
- 73. In early February of 2020, analysts who monitor extremism warned Meta that Facebook was serving as the primary platform for the organization of the boogaloo movement and Facebook groups were helping to build local connections between extremists interested in committing acts of violence against the government and law enforcement officers.

⁶⁴ Katie Shepherd, An Officer was Gunned Down. The Killer was a 'boogaloo boy' using Nearby Peaceful Protests as Cover, Feds say, THE WASHINGTON POST (June 17, 2020).

⁶⁵ Extremists Are Using Facebook to Organize for Civil War Amid Coronavirus, TECH TRANSPARENCY PROJECT (Apr. 22, 2020), https://www.techtransparencyproject.org/articles/extremists-are-using-facebook-to-organize-for-civil-war-amid-coronavirus.

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74. Reports by the Network Contagion Research Institute and the Tech Transparency Project made such warnings.⁶⁶

75. In an April 22, 2020 report, the Tech Transparency Project determined "[o]nline extremists are using Facebook to plan and organize for a militant uprising in the United States as they cast coronavirus lockdowns as a sign of rising government suppression."67 The Tech Transparency Project found 125 Facebook groups devoted to the boogaloo movement. More than 60% of the groups were created between February and April 2020, as Covid-19 quarantines took hold in the U.S., and they attracted tens of thousands of members in that time.

76. Despite these warnings, and Meta's own knowledge, gained from its analysts that had been monitoring boogaloo activity on Facebook since 2019, regarding the dangers posed by boogaloo adherents and Meta's part in growing the movement, ⁶⁸ Meta continued to recommend its users join boogaloo groups on Facebook. 69 Meta did so even though it knew or should have known that recruiting its users for the boogaloo movement and connecting them with other "boogaloo bois" in boogaloo-dedicated Facebook groups would embolden the extremists and increase the likelihood they would carry out their violent goals in the physical world. 70

Steven Carrillo

20

⁶⁶ Lois Beckett, 100 days of warning: inside the Boogaloo killings of US security personnel, THE GUARDIAN (Jan. 15, 2021), https://www.theguardian.com/world/2021/jan/15/boogaloo-killing-facebook-dave-patrickunderwood-police.

⁶⁷ Extremists, supra note 65.

⁶⁸ Beckett, *supra* note 66; *see also* Hagey, *supra* note 27 (Facebook whistleblower's files reveal that Meta's own internal reporting on the harms of its algorithmic amplification of hate speech also occurred in April 2019 – it was watching this militia movement while also being aware that its platform was making it worse).

⁶⁹ Facebook's Boogaloo Problem: A Record of Failure, TECH TRANSPARENCY PROJECT (Aug. 12, 2020), https://www.techtransparencyproject.org/articles/facebooks-boogaloo-problemrecord-failure..

⁷⁰ Radicalization, note 38; Hughes, supra note 40.

77. Steven Carrillo, born in Los Angeles in 1988, was an active-duty military police officer – a staff sergeant assigned to the 60th Security Forces Squadron out of Travis Air Force Base – at the time of Officer Underwood's murder. Carrillo entered the Air Force in February 2009 after completing basic training and security force training at Lackland Air Force Base in Texas and he worked as a recruiter in Brentwood, California. In 2018, he was assigned to the Travis Air Force Base, which is located approximately 90 minutes northeast of Oakland, California.

- 78. Upon information and belief, Meta determined through its algorithms that Carrillo favors the Second Amendment and libertarian politics and, thereafter, used its algorithms to lead Carrillo down a road toward extremism, recommending, among other things, that he view extreme pro-boogaloo content, videos, and YouTube channels.
- 79. Upon information and belief, Meta also recommended that Carrillo join boogaloo-related groups, including the /K/alifornia Kommando group where he connected with a boogaloo group called the Grizzly Scouts and made social connections with its members. Members of these groups openly discussed the overthrow of the government and violence against federal law enforcement officers.⁷¹
- 80. Upon information and belief, Carrillo met Robert Alvin Justus, Jr. through one of these boogaloo groups.
- 81. By connecting Carrillo with these boogaloo groups, Meta connected him with other extremists, which resulted in him making social connections that increased the likelihood that he would carry out violent actions in furtherance of the boogaloo groups' violent purpose.⁷²

Robert Justus

⁷¹ Extremists, supra note 65.

⁷² Hughes, *supra*, note 40.

- 82. Robert Alvin Justus, Jr., born in 1989, has no history of military service. Upon information and belief, Justus did not receive a high school diploma, but received vocational training and holds a locksmith's license. At the time of Officer Underwood's murder, he was living in Millbrae, California, approximately 30 minutes southwest of Oakland, California. Upon information and belief, Justus explored fathers' rights and Second Amendment rights on Facebook. Meta led Justus down a road toward extremism, recommending, among other things, that he join boogaloo-related groups, including the group that introduced him to Carrillo, where members conspired to commit acts of violence against federal law enforcement officers under the cover of the protests taking place in response to the police killing of George Floyd.
 - B. Meta Connected Officer Underwood's Murderer and His Accomplice and Provided the On-Line Boogaloo Community that Encouraged their Extremism and Supported their Criminal Planning
- 83. One of the Facebook groups identified in the Tech Transparency Project's April 2020 report was called "BoojieBastards: The Armory" (later "[Redacted]Liberty: The Armory"). The Transparency Project's April 2020 report was called "BoojieBastards: The Armory"). The Armory"). The Armory"). The Armory"). The Armory" (later "[Redacted]Liberty: The Armory"). The Armory") and the "BoojieBastards" network of Facebook groups, which also included groups called BoojieBastards: Intelligence and Surveillance, and the off-shoot group /K/alifornia Komando.
- 84. Upon information and belief, Steven Carrillo, Officer Underwood's murderer, and his accomplice, Robert Justus, made their connection through the BoojieBastards network of Facebook groups, where they initially planned to use protests over the murder of George Floyd as a cover for committing acts of violence against law enforcement officers. Carrillo and Justus would not have met and conspired to commit violent acts in the physical world but for Meta directing them to join the same boogaloo groups.

⁷³ Facebook's Boogaloo Problem, supra note 69.

85. At approximately 7:20 on the morning of May 28, 2020, Carrillo posted a YouTube video on a Facebook boogaloo group page showing a large crowd violently attack two California Highway Patrol vehicles. Carrillo exhorted one of his Facebook groups: "It's on our coast now, this needs to be nationwide. It's a great opportunity to target the specialty soup bois. Keep that energy going."⁷⁴

- 86. "Soup bois" is a term that followers of the boogaloo movement use to refer to law enforcement agents. "Bois" is an alternative spelling for "boys." "Soup" is short for "alphabet soup," which is a reference to law enforcement agencies that are commonly referred to by acronyms (e.g., FBI, DOH). "Specialty soup bois" more specifically references federal law enforcement agents.
- 87. At approximately 7:37 AM, Robert Alvin Justus, Jr., agreed with Carrillo by responding to his post: "Lets [sic] boogie."⁷⁵
- 88. On May 29, 2020, at 7:57 AM, Carrillo posted again to his Facebook group: "If it kicks off? Its [sic] kicking off now and if its [sic] not kicking off in your hood then start it. Show them the targets."⁷⁶
- 89. Carrillo posted again at 8:02 AM, referring to the protests over the police killing of George Floyd: "...Go to the riots and support our own cause. Show them the real targets. Use their anger to fuel our fire. Think outside the box. We have mobs of angry people to use to our advantage."

 $^{^{74}}$ Criminal Complaint, $\textit{USA}\ v.\ \textit{Carrillo},\ \text{No.}\ 4:20\text{-cr-}00265\text{-YGR}\ (\text{N.D.}\ \text{Cal.}\ \text{June}\ 16,\ 2020),\ \text{at}\ \P\ 51.$

⁷⁵ *Id*.

⁷⁶ *Id.* at ¶ 52.

 $^{^{77}}$ Id.

- 90. Carrillo and Justus agreed to meet on May 29 and drive together to the Oakland protests.⁷⁸
- 91. Dave Patrick Underwood was a Federal Protective Services Officer working under a contract with the Department of Homeland Security to provide security services at the Ronald V. Dellums Federal Building and United States Courthouse in Oakland, California.
- 92. On May 29, Officer Underwood was stationed in a guard post outside the Federal Building and Courthouse during protests over the police killing of George Floyd.
- 93. On that date, Carrillo, driving a white van, picked Justus up at the San Leandro BART station. Justus then drove the van to Oakland and eventually drove past the guard post manned by Officer Underwood, at which point Carrillo fired multiple rounds with a homemade assault rifle through the open passenger-side sliding door.
- 94. Officer Underwood suffered bullet wounds to the neck and right flank. Wounds of this nature cause extreme pain and suffering. Officer Underwood did not die immediately after he was shot. He remained alive at the scene of the shooting while waiting for paramedics and was alive in the ambulance while being transported to the hospital. Officer Underwood died sometime later while in the emergency room at Highland Hospital, at just 53 years old.
- 95. Officer Underwood's shooting was not a random act of violence. It was the culmination of an extremist plot hatched and planned on Facebook by two men who Meta radicalized and connected through Facebook's groups infrastructure and its use of algorithms designed and intended to increase user "engagement" and, correspondingly, Meta's profits.
- 96. Carrillo was arrested after committing crimes subsequent to the murder of Officer Underwood and was found to have used his blood to write the following words and phrases:

⁷⁸ *Id*. at ¶ 45.

28

"BOOG," "I became unreasonable," and "stop the duopoly." These words and phrases have significance to the boogaloo movement.⁷⁹

- 97. Upon information and belief, prior to meeting on May 29, 2020, Carrillo and Justus had never met in person. Their paths never crossed outside of Facebook.
- 98. Carrillo and Justus only knew each other via Facebook. Upon information and belief, Plaintiff alleges that Carrillo and Justus only met on Facebook because Meta recommended that Carrillo and Justus join groups dedicated to promoting the boogaloo movement.
- 99. In the year since Dave Patrick Underwood's murder, Facebook continued to recommend boogaloo groups including groups created in 2019 and early 2020 to Facebook users. This practice has been reported and questioned by investigative reporters, ⁸⁰ NGOs, ⁸¹ and members of Congress. ⁸²

⁷⁹ *Id.* at ¶ 36.

⁸⁰ See, e.g., Judd Legum, Murder exposes Facebook's Boogaloo Problem, POPULAR INFORMATION (June 18, 2020), https://popular.info/p/murder-exposes-facebooks-boogaloo. Legum ("... Popular Information was repeatedly directed to various "related" Boogaloo pages on Facebook," including those created in late 2019 and early 2020, despite "shortly after Underwood's murder, Facebook announc[ing] it would exclude Boogaloo pages from its recommendation engine.")

⁸¹ See, e.g., Facebook's Boogaloo Problem, supra note 69 ("Months after Facebook's boogaloo problem came to light, the company continues to recommend boogaloo content to users through its 'related pages' and 'suggested groups' functions, effectively amplifying the reach of the movement. The trend has continued even after Facebook told Reuters in early June it would no longer suggest groups associated with the boogaloo.").

⁸² See, e.g., Senator Markey Demands Answers from Facebook After Research Shows Company Broke Commitment to Prohibit Promotion of Harmful Advertisements to Teens, ED MARKEY UNITED STATES **SENATOR MASSACHUSETTS** (Oct. 2021), FOR https://www.markey.senate.gov/news/press-releases/senator-markey-demands-answers-fromfacebook-after-research-shows-company-broke-commitment-to-prohibit-promotion-of-harmfuladvertisements-to-teens ("At a hearing before the [Commerce, Science, and Transportation] Committee on October 28, 2020, Zuckerberg stated to Senator Markey that Facebook no longer recommended political groups. However, media reports reveal that Facebook continued to recommend political groups that promoted violence, targeted elected officials, and supported insurrection after Zuckerberg made his commitment.").

100. It wasn't until after the murder of Officer Underwood and several other acts of violence by members of the boogaloo movement that Meta publicly announced that it would stop recommending boogaloo-related pages. According to the Tech Transparency Project, Meta continued to recommend boogaloo groups and pages through 2020.⁸³

- 101. Meta's conduct and knowledge, before and after the Underwood murder, including its internal research and the warnings provided by NGOs and independent researchers, provide clear and convincing evidence that Meta acted with conscious disregard for the public, including the Underwood family.
- 102. And, despite its knowledge, Meta did not issue warnings to its users about the insidious effects and real-world harms caused by its actions in developing and promoting inflammatory content and recommending and promoting its users join extremist groups to socialize with communities of like-minded Facebook users. While Facebook's Terms of Service disclaims any responsibility for what Facebook users do or say, on or off the platform, and disclaims any responsibility for Facebook user actions on or off the platform, Meta does not advise users of the specific actions Meta has taken to: adhere users to the platform with inflammatory, divisive, and untrue content; to place users in extremist groups, and; to send users content that reinforces the world views expressed in those extremist groups.
- 103. Meta's failure to warn users about the insidious effects and real-world harms caused by its decision to promote extremist groups and develop inflammatory content is inexcusable considering what Meta's own research shows about how Meta's algorithms work. Meta's recommendations can turn a visit to a recommended group into an echo chamber. Once a user has visited a page, Facebook will recommend related pages. The cumulative effect of many

⁸³ Facebook's Boogaloo Problem, supra note 69.

recommendations is greater than the sum of these individual recommendations. Numerous commentators have observed that in the universe of boogaloo disciples, white supremacists, and homegrown militias, a flood of violent and incendiary content quickly radicalizes new members. ⁸⁴ The inductee is essentially immersed in a universe of people, ideas, and events – recommended by Facebook.

COUNT ONE WRONGFUL DEATH / SURVIVAL ACTION DUE TO GENERAL NEGLIGENCE

- 104. Plaintiff re-alleges and incorporates herein paragraphs 1 through 103.
- 105. At all relevant times, Meta developed, set up, managed, maintained, operated, marketed, advertised, promoted, supervised, controlled, and benefitted from its social media platform, Facebook.
- 106. In so doing, Meta set out to use Facebook not only to impact the lives of its users, but to manifest changes in the physical world. To this end, Meta designed and engineered Facebook in order to promote and encourage its users to join Facebook groups with like-minded Facebook users who would then interact both online and offline, and perform activities related to the purposes of their Facebook groups in the physical world.
- 107. Meta not only recognized that members of Facebook groups were likely to engage in conduct in the physical world that related to the subject and purpose of their Facebook groups—it intended that its users do so when recommending Facebook groups to its users.
- 108. Meta's motivations for having its users join Facebook groups were profitcentered. Meta knew that users who joined Facebook groups were more likely to find a sense of community that would keep them more engaged with Facebook by having them interact more

⁸⁴ Legum, *supra* note 80. Similar impacts have been observed in conspiracy-based disinformation campaigns like OAnon and Plandemic.

with the platform and doing so more frequently and for longer periods of time, all of which directly translated to more advertising revenue for Meta.

- 109. At the same time, Meta sought to increase user engagement on Facebook by using tactics of psychological manipulation to addict users to the platform and by manufacturing outrage in its users by promoting and exposing them, without the users' request, to extreme and sensational content. Meta knew that users who were addicted to the Facebook platform would spend more time using Facebook, and that the more extreme and outrageous the content those users were exposed to, the more they would interact with the platform.
- 110. Meta encouraged Facebook users to post inflammatory, divisive, and untrue content. Meta knew that its algorithms promoted and boosted such content, establishing a reward cycle that encouraged the posting of such content.
- 111. Meta rejected proposals from its own employees to adjust its algorithms to stop favoring inflammatory, divisive, and untrue content.
- 112. Furthermore, Meta compounded the problem and made matters much worse by making recommendations to users that they join extremist groups on Facebook.
- 113. Meta knew or should have known that by creating and promoting groups of extremists on Facebook, the extremists would socialize, become more secure in their extreme points of view, and be more likely to support and engage in violence in the physical world on behalf of their extremist causes.
- 114. Meta has specifically been aware of the rise in extremist boogaloo content on Facebook since at least 2019.
- 115. Without their request, Meta encouraged Steven Carrillo and Robert Justus to view boogaloo content and join boogaloo groups on Facebook.

- 116. Meta had a duty to exercise reasonable care in the development, set up, management, maintenance, operation, marketing, advertising, promotion, supervision, and control, of its social media platform, Facebook.
- 117. Meta knew, or by the exercise of reasonable care, should have known, that the reasonably foreseeable use of Facebook as developed, set up, managed, maintained, supervised, operated, and controlled by Meta, was dangerous and harmful in that it was causing Facebook users to become radicalized and was pushing Facebook users into extremist groups on Facebook, creating an unreasonable risk of harm through the reasonably foreseeable conduct of such Facebook users acting out their violent extremist beliefs in the physical world. Meta has the technological and financial means to act to reduce this danger and harm posed by its development, set up, management, maintenance, operation, marketing, advertising, promotion, supervision, and control of Facebook.
- 118. Meta knew or by the exercise of reasonable care, should have known, that the reasonably foreseeable use of Facebook as developed, set up, managed, maintained, supervised, operated, and controlled by Meta, was dangerous and harmful to members of the law enforcement community, including Officer Underwood, who were the targets of the boogaloo movement—the extremist group Meta recruited members for and then connected with each other in Facebook groups, creating an unreasonable risk of harm through the reasonably foreseeable conduct of such Facebook users acting out their violent extremist beliefs against law enforcement officers in the physical world. Meta has the technological and financial means to reduce the danger and harm posed by its development, set up, management, maintenance, operation, marketing, advertising, promotion, supervision, and control of Facebook.
- 119. Meta breached its duty to exercise reasonable care through its affirmative actions, inactions, business decisions, and policies in the development, set up, management, maintenance,

operation, marketing, advertising, promotion, supervision, and control, of its social media platform, Facebook, by one or more of the following:

- a. Designing and programming features and algorithms in Facebook that, as described above, Meta knew or should have known are structured and operated in a manner that unreasonably elevate and promote inflammatory, divisive, and untrue content, and feed users increasingly extreme viewpoints, creating an unreasonable and foreseeable risk of pushing Facebook users to adopt extremist points of view, including those held by boogaloo adherents;
- b. Designing and programming features and algorithms in Facebook that, as described above, Meta knew or should have known are structured and operated in a manner that unreasonably push Facebook users into Facebook groups with other users who share similar extremist views, despite that it knew or should have known that membership in such groups creates an unreasonable and foreseeable risk that the Facebook users will solidify their extremist views and, emboldened by the group support, carry out acts of extremist violence in the physical world;
- c. Designing and programming features and algorithms in Facebook that, as described above, Meta knew or should have known are structured and operated in a manner that unreasonably promoted the extremist and violent boogaloo movement, resulting in Facebook becoming a recruiter of members to the movement, creating an unreasonable and foreseeable risk that Facebook users adhering to the extremist movement would take violent actions consistent with their extremist beliefs in the physical world;

- d. Designing and programming features and algorithms in Facebook that, as described above, Meta knew or should have known directed Steven Carrillo and Robert Justus toward extremist boogaloo groups on Facebook, creating an unreasonable and foreseeable risk that they would act on these extremist beliefs in the physical world;
- e. Maintaining these unreasonably dangerous features and algorithms in Facebook after repeated notice from its own employees and contractors, NGOs, and independent researchers that such features and algorithms, as structured and operated, posed an unreasonable and foreseeable risk of harm both online to Facebook users and offline in the physical world.
- 120. A reasonable company under the same or similar circumstances as Meta would have developed, set up, managed, maintained, supervised, operated, and controlled its platform in a manner that is safer for its users and the public.
- 121. Meta's negligent conduct was a substantial factor in Carrillo and Justus meeting on Facebook, planning on Facebook to carry out acts of violence against federal law enforcement officers, and then carrying out their plan by meeting on May 29, 2020 and killing Officer Underwood in a drive-by shooting.
- 122. As a legal and proximate cause of Meta's negligent conduct, Plaintiffs have sustained damages resulting from the loss of love, affection, society, service, comfort, support, right of support, household services, expectations of future support and counseling, companionship, solace, mental support, loss of future income, as well as other benefits and assistance of Dave Patrick Underwood, costs associated with his funeral and burial, and attorneys' fees under California Code of Civil Procedure §1021.5.

123. Additionally, as a legal and proximate cause of Meta's negligent conduct, Dave Patrick Underwood endured extreme pain and suffering from the time he was shot until his ultimate death.

124. Meta's actions or inactions as set forth herein were conducted with malice in that Meta acted with a willful and conscious disregard of the rights or safety of others, entitling Plaintiffs to punitive damages.

COUNT TWO WRONGFUL DEATH / SURVIVAL ACTION DUE TO STRICT LIABILITY – DESIGN DEFECT

- 125. Plaintiff re-alleges and incorporates herein paragraphs 1 through 103.
- 126. At all relevant times, Meta designed, developed, set up, managed, maintained, operated, tested, produced, labeled, marketed, advertised, promoted, supervised, controlled, supplied, distributed, and benefitted from its social media platform, Facebook.
- 127. Meta designed and intended Facebook to be a social media product. It characterizes and treats Facebook as a mass-produced, mass-marketed product that it designs, tests, researches, builds, markets, and makes widely available in the stream of commerce for personal use by consumers.
- 128. Meta routinely characterizes Facebook as a product in its regulatory filings and communications with the financial markets and investors. In its Form 10-K filed with the SEC, Meta stated that: "The term 'Family' refers to our Facebook, Instagram, Messenger, and WhatsApp *products*. For references to accessing Meta's *products* on the 'web' or via a 'website,' such terms refer to accessing such *products* on personal computers. For references to accessing Meta's *products* on 'mobile,' such term refers to accessing such *products* via a mobile

application or via a mobile-optimized version of our websites such as m.facebook.com, whether on a mobile phone or tablet."85 In this 10-K filing, Meta refers to its "products" over 500 times.

- 129. In testimony to the Senate Commerce and Judiciary Committees, Mark Zuckerberg stated that Facebook's "controls are not just to make people feel safe; it's actually what people want in the *product*." He noted that Facebook "want[s] our *products* to be valuable to people." And, he stated that, "fundamentally, at our core, [Meta is] a technology company where **the main thing that we do is have engineers and build** *products*." *88
- 130. Meta markets and advertises Facebook to the public for the personal use of the end-user/consumer and distributes the Facebook application to the consuming public through typical retail channels (*i.e.*, the Apple App "Store" and the Google Play "Store").
 - 131. Meta defectively designed Facebook in that it:
 - a. Includes features and algorithms that, as described above, are structured and operated in a manner that unreasonably elevate and promote inflammatory, divisive, and untrue content, and feed users increasingly extreme viewpoints, increasing the foreseeable risk of pushing Facebook users to adopt extremist points of view, including those held by boogaloo adherents;
 - b. Includes features and algorithms that, as described above, are structured and operated in a manner to unreasonably exploit vulnerabilities in human

Meta Platforms Form 10-K, Note About Forward-Looking Statements, https://d18rn0p25nwr6d.cloudfront.net/CIK-0001326801/e574646c-c642-42d9-9229-3892b13aabfb.pdf (emphasis added).

⁸⁶ Transcript of Mark Zuckerberg's Senate Hearing, Washington post (Apr. 10, 2010), https://www.washingtonpost.com/news/the-switch/wp/2018/04/10/transcript-of-mark-zuckerbergs-senate-hearing/ (emphasis added).

⁸⁷ *Id.* (emphasis added).

⁸⁸ *Id.* (emphasis added).

psychology to increase the foreseeable risk of addiction to and compulsive overuse of Facebook;

- c. Includes features and algorithms that, as described above, are structured and operated in a manner that unreasonably push Facebook users whom Meta has already persuaded to adopt extremist viewpoints into Facebook groups with other users who share similar extremist views, despite knowing membership in such groups increases the foreseeable risk that the Facebook users will solidify their extremist views and, emboldened by the group support, will carry out acts of extremist violence in the physical world; and
- d. Includes features and algorithms that, as described above, are structured and operated in a manner that unreasonably promoted the extremist and violent boogaloo movement, resulting in Facebook becoming a prolific recruiter of members to the extremist boogaloo movement, increasing the foreseeable risk that Facebook users adhering to the extremist movement would take violent actions consistent with their extremist beliefs in the physical world.
- 132. The design defects in Facebook existed prior to the release of Facebook to the public, and there was no substantial change to the Facebook application between the time of its upload by Meta to public or retail channels and the time of its distribution to and use by Carrillo and Justus, who used the product as intended.
- 133. Facebook is defective in design and poses a substantial likelihood of harm for the reasons set forth herein because: it fails to meet the safety expectations of ordinary consumers when used in an intended or reasonably foreseeable manner, and because Facebook is less safe than an ordinary consumer would expect when used in such a manner; and/or it creates an inherent risk of danger, which significantly outweighs any benefit of Facebook's design.

134. Meta could have utilized a cost-effective, reasonably feasible alternative design, including algorithmic changes, to minimize the risk of harm presented by Facebook while still serving effectively the same purpose of Facebook, but reducing the gravity and severity of danger posed by Facebook.

- 135. Facebook's design defect was a substantial factor in Carrillo and Justus meeting on Facebook, planning on Facebook to carry out acts of violence against federal law enforcement officers, and then carrying out their plan by meeting on May 29, 2020 and killing Officer Underwood in a drive-by shooting.
- 136. As a legal and proximate cause of Facebook's defective design, Plaintiffs have sustained damages resulting from the loss of love, affection, society, service, comfort, support, right of support, household services, expectations of future support and counseling, companionship, solace, mental support, loss of future income, as well as other benefits and assistance of Dave Patrick Underwood, costs associated with his funeral and burial, and attorneys' fees under California Code of Civil Procedure §1021.5.
- 137. Additionally, as a legal and proximate cause of Facebook's defective design, Dave Patrick Underwood endured extreme pain and suffering from the time he was shot until his ultimate death.
- 138. Meta's actions or inactions as set forth herein were conducted with malice in that Meta acted with a willful and conscious disregard of the rights or safety of others, entitling Plaintiffs to punitive damages.

PRAYER FOR RELIEF

WHEREFORE, Plaintiffs Angela Underwood Jacobs and Gregory E. Underwood, individually and as successors-in-interest to the Estate of Dave Patrick Underwood, pray for judgment against Defendant Meta as follows:

	1	
1	for all issues so triable.	
2	Dated: June 16, 2023	Respectfully submitted,
3		
4		s/Theodore J. Leopold
5		Theodore J. Leopold (FL Bar No. 705608)* tleopold@cohenmilstein.com
6		Diana L. Martin (FL Bar No. 624489)* dmartin@cohenmilstein.com
		Poorad Razavi (CA Bar No. 284306)
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11		Victoria S. Nugent (DC Bar No. 470800)* vnugent@cohenmilstein.com
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14		Washington, DC 20005
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15		Facsimile: 202-408-4699
16		Charles Reichmann (CA Bar No. 206699)
17		charles.reichmann@gmail.com Law Offices Of Charles Reichmann
17		16 Yale Circle
18		Kensington, CA 94708-1015
19		Telephone: (415) 373-8849
20		Attorneys for Plaintiff Angela Underwood Jacobs
21		*Appearing Pro Hac Vice
		Christopher Guerrero (CA Bar No. 212987)
22		chris@guerrerolaw.net THE GUERRERO LAW FIRM
23		A Professional Corporation
24		350 Townsend Street, Suite 787
		San Francisco, California 94107
25		Telephone: 415.543.6462
26		Facsimile: 415.449.3450
27		Attorney for Plaintiff Gregory E. Underwood
28		

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Telephone: 202-408-4600
Facsimile: 202-408-4699

Attorneys for Plaintiffs
*Pro Hac Vice Applications Pending

IN THE SUPERIOR COURT OF THE STATE OF CALIFORNIA FOR THE COUNTY OF ALAMEDA

ANGELA UNDERWOOD JACOBS,

Individually and as Successor-in-Interest to the Estate of Dave Patrick Underwood; and GREGORY E. UNDERWOOD, Individually and as Successor-in-Interest to the Estate of Dave Patrick Underwood;

Plaintiffs,

v.

META PLATFORMS, INC., f/k/a FACEBOOK, INC.,

Defendant.

Case No. 22-CV-005233

DECLARATION OF ANGELA UNDERWOOD JACOBS

DECLARATION OF ANGELA UNDERWOOD JACOBS

I, Angela Underwood Jacobs, pursuant to C.C.P. § 337.32, hereby declare and state as follows:

1. My brother, Dave Patrick Underwood ("Decedent"), was shot and killed on May 29, 2020 in Oakland, California. A true and correct certified copy of his death certificate is attached hereto as Exhibit 1.

2. At the time of his death, Dave Patrick Underwood was without a "surviving spouse, domestic partner, children . . . issue of deceased children," Cal. Code Civ. P. § 377.60(a), or surviving parents.

3. My sibling, Gregory E. Underwood, and I are the Decedent's two successors-in-interest (as defined in section 377.11 of the California Code of Civil Procedure) and succeed to the Decedent's interest in the survival action or proceeding. A true and correct copy of the final order showing the distribution of the Decedent's cause of action to the successors-in-interest is attached hereto as Exhibit 2.

4. No other person has a superior right to commence the survival action or proceeding or to be substituted for the Decedent in the pending survival action or proceeding.

5. No proceeding is now pending in California for administration of the Decedent's estate.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration was executed on May 2022, in California.

Angela Underwood Jacobs

ALAMEDA COUNTY HEALTH CARE SERVICES AGENCY PUBLIC HEALTH DEPARTMENT

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USE/S	DAVE 35. NAME OF MOTHER/PARENT-FIRST					36. MID	OI C				UNDE	RWOOD	_			AR 38. BIRTH STATE			
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	41, TYPE OF DISPOSITION(S) BU					Samuel .	42. SIGNATURE OF EMBALMER CRAIG WILLIS						5			43. LICENSE NUMBER EMB9023			
	44. NAME OF FUNERAL ESTABLISHMENT						45. LICENSE NUMBER 46, SIGNATURE OF LOCAL REGISTRAR							EGA			47. DATE mm/dd/ccyy		
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CERTIFIED COPY OF VITAL RECORDS STATE OF CALIFORNIA, COUNTY OF ALAMEDA

This is a true and exact reproduction of the document officially registered and filed with the Alameda County Health Care Services Agency. //

DATE ISSUED

JUL 15 2020

min Pmy MD

001312015

INTERIM HEALTH OFFICER AND LOCAL REGISTRAR INTERIM HEALTH OFFICER AND LOCAL REGISTRAR ALAMEDA COUNTY, CALIFORNIA

ALAMEDA COUNTY, CALIFORNIA

This copy not valid unless prepared on engraved border displaying date and signature of Registrar.

1 of 1





1 Jeffrey S. Tachiki (SBN: 231873) PERKINS COIE LLP 2 505 Howard Street, Suite 1000 BIEKER CLERK OF THE COUR PERIOR COURT OF CALIFORN COUNTY OF CONTRA COSTA San Francisco, CA 94105 3 A. Adema, Deputy Clerk Phone: (415) 344-7000 (415) 344-7050 4 Email: JTachiki@perkinscoie.com 5 ACUÑA ❖ REGLI a California Limited Liability Partnership Estate Planning ❖ Administration ❖ Conservatorship ❖ Inheritance Litigation ALEX CHEN, State Bar No. 265175 7 alex.chen@acunaregli.com 3478 Buskirk Avenue Suite 300 Pleasant Hill, California 94523 (925) 906-1880 10 Attorneys for Elizabeth Soloway, Administrator 11 SUPERIOR COURT OF CALIFORNIA 12 IN AND FOR THE COUNTY OF CONTRA COSTA 13 14 In Re Estate of: 15 Case No. P20-00724 16 ORDER SETTLING FIRST AND FINAL DAVE PATRICK UNDERWOOD, 17 ACCOUNT AND REPORT OF ADMINISaka PATRICK UNDERWOOD, TRATOR, AS AMENDED; ORDER FOR 18 ALLOWANCE OF STATUTORY ADMIN-ISTRATOR'S COMMISSIONS; ORDER 19 FOR ALLOWANCE OF PARTIAL STATU-Decedent. TORY ATTORNEY'S FEES; AND ORDER 20 FOR FINAL DISTRIBUTION 21 Date: April 14, 2022 Time: 9:00 a.m. 22 Dept: 30 23 24 ELIZABETH SOLOWAY, as the duly appointed Administrator of the Dave Patrick 25 Underwood, also known as Patrick Underwood, deceased ("Administrator"), having filed herein 26 her First and Final Account and Report of Administrator and Petition for its Settlement; Petition

ORDER SETTLING FIRST AND FINAL ACCOUNT AND REPORT OF ADMINISTRATOR, etc.

for Allowance of Statutory Administrator's Commissions Fees; Petition for Allowance of Partial

Statutory Attorney's Fees; and Petition for Final Distribution, and First Amendment to First and

1

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Final Account and Report of Administrator and Petition for its Settlement; Petition for Allowance of Statutory Administrator's Commissions Fees; Petition for Allowance of Partial Statutory Attorney's Fees; and Petition for Final Distribution (collectively the "Petition"), and the Petition having come on regularly this day for hearing, the Court finds that all notices of said hearing have been given for the period and in the manner required by law, and that all allegations in the Petition are true and correct. The Court, after reviewing the Petition, and there being no objections, hereby approves and grants the Petition. Good cause appearing:

IT IS HEREBY ORDERED that:

- 1. The administration of the estate be brought to a close.
- 2. The first and final account and report of Elizabeth Soloway, as Administrator of decedent's estate, as amended, is hereby settled, allowed, and approved as filed.
- 3. All acts and proceedings of Elizabeth Soloway, as Administrator of decedent's estate, as set forth in the Petition, are hereby confirmed and approved.
- 4. Administrator is authorized and directed to pay herself the sum of \$19,051.82 as the statutory commission allowable to Administrator for her services as Administrator of the estate.
- 5. Administrator is authorized and directed to pay to the Law Office of Andersson & Andersson, the sum of \$2,445.00 representing a portion of the statutory attorney's fees allowable in this estate.
- 6. Administrator is authorized to withhold the sum of \$5,000.00 as a reserve to cover final accountant's fees, supplemental property taxes, final closing costs, and miscellaneous administration expenses and be authorized to distribute the balance of the reserve, if any, to ANGELA UNDERWOOD JACOBS and GREGORY E. UNDERWOOD without further court order.
- 7. That final distribution of the property on hand in the estate is hereby ordered to be made as follows:
 - (a) To: <u>ANGELA UNDERWOOD JACOBS</u>

ORDER SETTLING FIRST AND FINAL ACCOUNT AND REPORT OF ADMINISTRATOR, etc.

Charles Reichmann (CA Bar No. 206699) charles.reichmann@gmail.com
LAW OFFICES OF CHARLES REICHMANN
16 Yale Circle
Kensington, CA 94708-1015
Telephone: (415) 373-8849

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Fifth Floor Washington, DC 20005 Telephone: 202-408-4600

Facsimile: 202-408-4699

Attorneys for Plaintiffs
*Pro Hac Vice Applications Pending

IN THE SUPERIOR COURT OF THE STATE OF CALIFORNIA FOR THE COUNTY OF ALAMEDA

ANGELA UNDERWOOD JACOBS,

Individually and as Successor-in-Interest to the Estate of Dave Patrick Underwood; and GREGORY E. UNDERWOOD, Individually and as Successor-in-Interest to the Estate of Dave Patrick Underwood;

Plaintiffs,

v.

META PLATFORMS, INC., f/k/a FACEBOOK, INC.,

Defendant.

Case No. 22-CV-005233

DECLARATION OF GREGORY E. UNDERWOOD

DECLARATION OF GREGORY E. UNDERWOOD

I, Gregory E. Underwood, pursuant to C.C.P. § 337.32, hereby declare and state as follows:

1. My brother, Dave Patrick Underwood ("Decedent"), was shot and killed on May 29, 2020

in Oakland, California. A true and correct certified copy of his death certificate is attached hereto

as Exhibit 1.

2. At the time of his death, Dave Patrick Underwood was without a "surviving spouse,

domestic partner, children . . . issue of deceased children," Cal. Code Civ. P. § 377.60(a), or

surviving parents.

3. My sibling, Angela Underwood Jacobs, and I are the Decedent's two successors-in-interest

(as defined in section 377.11 of the California Code of Civil Procedure) and succeed to the

Decedent's interest in the survival action or proceeding. A true and correct copy of the final order

showing the distribution of the Decedent's cause of action to the successors-in-interest is attached

as Exhibit 2.

4. No other person has a superior right to commence the survival action or proceeding or to

be substituted for the Decedent in the pending survival action or proceeding.

5. No proceeding is now pending in California for administration of the Decedent's estate.

I declare under penalty of perjury under the laws of the State of California that the foregoing

is true and correct and that this declaration was executed on May ____, 2022, in ______,

California.

Greg underwood

Gregory E. Underwood

Email: geezright@gmail.com

2

EXHIBIT B

DECLARATION OF Gregory Underwood

Final Audit Report

2022-05-16

Created:

2022-05-16

By:

Chris Guerrero (chris@guerrerolaw.net)

Status:

Signed

Transaction ID:

CBJCHBCAABAAwpGyLAmN4upNILVAZTA8cMEhka2XNZGT

"DECLARATION OF Gregory Underwood" History

- Document created by Chris Guerrero (chris@guerrerolaw.net) 2022-05-16 8:08:01 PM GMT
- Document emailed to Greg underwood (geezright@gmail.com) for signature 2022-05-16 8:08:17 PM GMT
- Email viewed by Greg underwood (geezright@gmail.com) 2022-05-16 9:00:51 PM GMT
- Opcument e-signed by Greg underwood (geezright@gmail.com)
 Signature Date: 2022-05-16 9:04:27 PM GMT Time Source: server
- Agreement completed. 2022-05-16 - 9:04:27 PM GMT

CERTIFICATION OF VITAL RECORD

ALAMEDA COUNTY HEALTH CARE SERVICES AGENCY PUBLIC HEALTH DEPARTMENT

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USUAL	PINOLE	CONTRA			23, ZIP CODE 24, YEARS IN COUNT 53					CA		NTRY						
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2 2	ALAMEDA 1411 E. 31ST STREET											OAKLAND Time state val Between 108, DEATH REPORTED TO COHONER						
1	107. CAUSE OF DEATH Enter the data of events — thespace, in use, or completations—that directly caused doubt, DO NOT enter terminal events insuch as carded area, inspiratory control caused, breakford who us throwing the disclose, DO NOT ABBREVIATE. (A) MULTIPLE GUNSHOT WOUNDS										Gnset and De (AT)	allo X	YES REFERENCIAL	NO NO				
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	MANNER OF DEATH Natural Accident X Hornoids Suicide Fencing Could not be determined. 123. PLACE OF NUURY (e.g., home, construction also, wooded area, etc.)											05/29/2020 2145						
SE ONL	SECURITY OFFICER POST																	
CORONER'S USE ONLY	124. DESCRIBE HOW INJURY OCCURRED (Events which resulted in plany) SHOT MULTIPLE TIMES WITH AN UNKNOWN TYPE FIREARM																	
COROL	125. IOCATON OF INJURY (Street and number, or location, and city, and zip) 1301 CLAY STREET, CORNER OF 12TH STREET AND JEFFERSON STREET, OAKLAND, CA 94612																	
	126. SIGNATURE OF CORONE ANTHONY GO		E	127. DATE 1 06/05/2				TITLE OF COR				CORONER						
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CERTIFIED COPY OF VITAL RECORDS STATE OF CALIFORNIA, COUNTY OF ALAMEDA

This is a true and exact reproduction of the document officially registered and filed with the Alameda County Health Care Services Agency

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ALAMEDA COUNTY, CALIFORNIA
This copy not valid unless prepared on engraved border displaying date and signature of Registrar.

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1 Jeffrey S. Tachiki (SBN: 231873) PERKINS COIE LLP 2 505 Howard Street, Suite 1000 BIEKER CLERK OF THE COUR PERIOR COURT OF CALIFORN COUNTY OF CONTRA COSTA San Francisco, CA 94105 3 A. Adema, Deputy Clerk Phone: (415) 344-7000 (415) 344-7050 4 Email: JTachiki@perkinscoie.com 5 ACUÑA ❖ REGLI a California Limited Liability Partnership Estate Planning ❖ Administration ❖ Conservatorship ❖ Inheritance Litigation ALEX CHEN, State Bar No. 265175 7 alex.chen@acunaregli.com 3478 Buskirk Avenue Suite 300 Pleasant Hill, California 94523 (925) 906-1880 10 Attorneys for Elizabeth Soloway, Administrator 11 SUPERIOR COURT OF CALIFORNIA 12 IN AND FOR THE COUNTY OF CONTRA COSTA 13 14 In Re Estate of: 15 Case No. P20-00724 16 ORDER SETTLING FIRST AND FINAL DAVE PATRICK UNDERWOOD, 17 ACCOUNT AND REPORT OF ADMINISaka PATRICK UNDERWOOD, TRATOR, AS AMENDED; ORDER FOR 18 ALLOWANCE OF STATUTORY ADMIN-ISTRATOR'S COMMISSIONS; ORDER 19 FOR ALLOWANCE OF PARTIAL STATU-Decedent. TORY ATTORNEY'S FEES; AND ORDER 20 FOR FINAL DISTRIBUTION 21 Date: April 14, 2022 Time: 9:00 a.m. 22 Dept: 30 23 24 ELIZABETH SOLOWAY, as the duly appointed Administrator of the Dave Patrick 25 Underwood, also known as Patrick Underwood, deceased ("Administrator"), having filed herein 26 her First and Final Account and Report of Administrator and Petition for its Settlement; Petition

ORDER SETTLING FIRST AND FINAL ACCOUNT AND REPORT OF ADMINISTRATOR, etc.

for Allowance of Statutory Administrator's Commissions Fees; Petition for Allowance of Partial

Statutory Attorney's Fees; and Petition for Final Distribution, and First Amendment to First and

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Final Account and Report of Administrator and Petition for its Settlement; Petition for Allowance of Statutory Administrator's Commissions Fees; Petition for Allowance of Partial Statutory Attorney's Fees; and Petition for Final Distribution (collectively the "Petition"), and the Petition having come on regularly this day for hearing, the Court finds that all notices of said hearing have been given for the period and in the manner required by law, and that all allegations in the Petition are true and correct. The Court, after reviewing the Petition, and there being no objections, hereby approves and grants the Petition. Good cause appearing:

IT IS HEREBY ORDERED that:

- 1. The administration of the estate be brought to a close.
- 2. The first and final account and report of Elizabeth Soloway, as Administrator of decedent's estate, as amended, is hereby settled, allowed, and approved as filed.
- 3. All acts and proceedings of Elizabeth Soloway, as Administrator of decedent's estate, as set forth in the Petition, are hereby confirmed and approved.
- 4. Administrator is authorized and directed to pay herself the sum of \$19,051.82 as the statutory commission allowable to Administrator for her services as Administrator of the estate.
- 5. Administrator is authorized and directed to pay to the Law Office of Andersson & Andersson, the sum of \$2,445.00 representing a portion of the statutory attorney's fees allowable in this estate.
- 6. Administrator is authorized to withhold the sum of \$5,000.00 as a reserve to cover final accountant's fees, supplemental property taxes, final closing costs, and miscellaneous administration expenses and be authorized to distribute the balance of the reserve, if any, to ANGELA UNDERWOOD JACOBS and GREGORY E. UNDERWOOD without further court order.
- 7. That final distribution of the property on hand in the estate is hereby ordered to be made as follows:
 - (a) To: <u>ANGELA UNDERWOOD JACOBS</u>

ORDER SETTLING FIRST AND FINAL ACCOUNT AND REPORT OF ADMINISTRATOR, etc.

PROOF OF SERVICE

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I, Leah Cuomo, declare as follows:

I am employed in the County of Palm Beach, State of Florida. I am over the age of eighteen years and not a party to the within action. My business address is 11780 US Highway One, Suite 500, Palm Beach Gardens, FL 33408. On June 16, 2023, I served the within documents:

SECOND AMENDED COMPLAINT FOR WRONGFUL DEATH AND SURVIVAL ACTION DAMAGES DATED JUNE 16, 2023

- () by transmitting via facsimile the document(s) listed above to the fax number(s) set for below on this date before 5:00 p.m.
- () by placing the document(s) listed above in a sealed envelope with postage thereon fully prepaid, in the United States Mail at [CITY], California, addressed as set forth below.
- (X) I electronically served copies of the above referenced document(s) through e-mail in this action and service was completed on all parties listed on the service listed below.
- () by placing a true copy thereon enclosed in a sealed envelope, at a station designated for collection and processing of envelopes and packages for mailing as part of the ordinary business practices of Cohen Milstein Sellers & Toll, PLLC:

Rosemarie T. Ring rring@gibsondunn.com Kristin A. Linsley klinsley@gibsondunn.com GIBSON, DUNN & CRUTCHER LLP 555 Mission Street, 3000 San Francisco, CA 94105

Counsel for Defendant

Jacob T. Spencer jspencer@gibsondunn.com GIBSON, DUNN & CRUTCHER LLP 1050 Connecticut Ave., NW Washington, DC 20036 Counsel for Defendant Perlette M. Jura pjura@gibsondunn.com GIBSON, DUNN & CRUTCHER LLP 333 S. Grand Ave Los Angeles, CA 90071

Counsel for Defendant

I am readily familiar with the business practice at my place of business for collection and processing of correspondence for mailing with the United States Postal Service. Correspondence so collected and processed is deposited with the United States Postal Service that same day in the

ordinary course of business. I declare under penalty of perjury that the foregoing is true and correct. Executed on June 16, 2023. s/ Leah Cuomo Leah Cuomo