



# Class Action, Mass Tort & Claims Management

2014

Epiq Systems is the leader in providing fully integrated services and technology for class action, mass tort and claims administration. From initial project planning and notification through award distribution and tax services, we deliver superior execution, expert support and process transparency to achieve successful outcomes every step of the way.

Epiq brings value, expertise and service excellence to every matter. Each case receives support from our seasoned professionals with a deep understanding of the unique demands of complex administration for class action and mass tort matters. Whether your administration is small or large, routine or complex, we offer best-quality class action and claims management for cases anywhere in the world.



Managed technology for the global legal profession

# Creating Epiq Value

Our **market experience** means we have the right resources for the job – and can handle matters of any size

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**Strong relationships** across our entire organization let you know that you are our priority

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**Noticing expertise and settlement administration** under one roof mean you get a comprehensive plan – from start to finish


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**Advanced technology** delivers the metrics you care about – providing complete process transparency

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**World-class security** means your business is safe with us

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Epiq value means peace of mind for you and your clients.

# CONSULTATION AND SOLUTION PLANNING

For every engagement, Epiq conducts an overall needs analysis with a thorough review of the facts, case documents, settlement agreement and case requirements. We work closely with clients to develop a comprehensive project plan, define repeatable procedures and assemble a dedicated case team that meets project requirements.

## NOTICE EXPERTISE

In-house noticing expertise via Hilsoft Notifications means you have a proven way to document your reach to class members. You get a comprehensive solution right out of the gate.

Design, analysis and issuance of notice plans

Mailings, publication, Internet and broadcast

Expert testimony services on notice adequacy

Lasting and binding effects

## DEDICATED PROJECT MANAGEMENT

Epiq's dedicated project management teams and integrated approach provide the right resources for the job. By tailoring their approach to your unique project, our professionals maximize efficiencies through automation.

Quality, accuracy and timeliness

Program design planning and milestone calendar

Repeatable procedures



# DATA INTAKE, ANALYSIS AND MAILING PREPARATION

We handle large volumes of data securely with our advanced data import and processing engine.

Epiq has the resources to successfully execute any size mailing in its 96,000-square-foot facility with a state-of-the-art mail and print center.

## HOW WE PROCESS

Scalable processing power means we can handle cases of any size, any time. And our advanced processing technologies and workflows mean you get the metrics you need, when you need them.

Secure file processing

24-hour processing team with 50 years of experience

Highest-quality client service for each project

### EPIQ TECHNOLOGY EDGE

Our specially designed algorithms de-duplicate files and identify gaps in data, which help to prepare comprehensive reports.

## CASE STUDY

### Deepwater Horizon Class Membership Successfully Notified

#### An Epiq Challenge

British Petroleum (BP) needed a notice program that would be commensurate in size and scope with the historical importance of the settlements. The case involved two separate complex settlements with class members located anywhere in the United States.

#### An Epiq Solution

Our notification consultants spent several months on-site in New Orleans working closely with BP, BP's counsel and class counsel to craft a thorough, defensible notice plan and draft multiple notice documents. Epiq printed settlement notices in hundreds of publications, ran thousands of television and radio spots and built a custom Deepwater Horizon settlement notice website, with an estimated 95 percent reach in the area and an 83 percent reach nationally. Epiq processed and managed individual notice efforts including data cleanup and targeted email notification.

#### With Epiq Results

Epiq created a comprehensive notice plan for each settlement that received final approval from the court. During the implementation stage, millions of potential class members were exposed to the notice and given the opportunity to participate in, opt out of or object to either or both settlements. Epiq's data work on the medical settlement reduced email notification volumes while increasing email notification accuracy.

# CLAIMANT OUTREACH, REVIEW AND MANAGEMENT

## CALL CENTER AND CLAIMANT OUTREACH

An in-house call center allows Epiq clients unparalleled claimant responsiveness.

In-house call center includes interactive voice response (IVR), message/callback and multilingual claimant support representatives

Claimant inquiry response via mail, email, fax and Web

Design, development and hosting of dedicated settlement websites

## CLAIMS REVIEW

Each case is assigned a claim services supervisor and a team of claim specialists to process and review all claims. Accuracy and quality are ensured in the following ways:

**Training:** Claim specialists receive rigorous one-on-one training that includes an introduction to the case and in-depth exposure to our proprietary processing software

**Processing Procedures:** Standard operating procedures, supplemented by custom, case-specific procedures, guide all claim processing

**Quality Assurance:** Every case receives thorough, ongoing audits and claims reviews, and training and procedure adjustments as necessary



# CLAIMANT OUTREACH, REVIEW AND MANAGEMENT

## CASE MANAGEMENT

With ClaimsMatrix®, Epiq's proprietary case management platform, clients are equipped with essential access to case information through a secure, Web-based dashboard.

24/7 access to case information, statistics and legal documents

Secure online repositories, email noticing and proprietary document imaging technology

Processing, dissemination, analysis and storage of mass litigation data

## CENTRALIZED AND SECURE WEB HOSTING

ClaimsFacilitator™ ensures data integrity and a faster review cycle for clients facing large databases of information that must be accessed by many parties, including third-party adjudicators, regulatory constituents or audit committees.

Quick and safe access to critical claimant information

Claim status tracking for multiple stakeholders

Spend-level monitoring with encapsulated summaries on determinations

### EPIQ TECHNOLOGY EDGE

Because Epiq performs a standard set of audits on every case, we offer consistent quality assurance and oversight.

## CASE STUDY

### International Solution Delivers Complete Notification and Refund

#### An Epiq Challenge

International Air Transportation Surcharge Antitrust centered around fuel surcharges paid by passengers of both British Airways, PLC and Virgin Atlantic Airways, Ltd. The lawsuit alleged that the airlines unlawfully conspired to fix prices of fuels surcharges imposed on long-haul passenger fares.

#### An Epiq Solution

Epiq processed 13.38 million transactions and issued refunds of up to \$59 million to members of the U.S. settlement class and £73.5 million to members of the U.K. settlement class.

#### With Epiq Results

Epiq mailed approximately 3.5 million direct notices and emailed almost 5 million direct notices. 324,011 claims were processed, 221,711 claims were paid and 1,109,914 tickets were refunded.

# DISTRIBUTION AND CASE CLOSURE

## CHECK DISTRIBUTION AND IN-HOUSE PRINTING

Epiq tracks billions of dollars in funds and payments using PaymentMatrix™, Epiq's comprehensive, secure and controlled fund management system. PaymentMatrix™ queues and executes payment awards, and tracks and reports on fund distribution activity.

During the distribution process, Epiq:

- Prepares an explanation of benefits for each recipient
- Reconciles accounts and manages tax reporting
- Manages and reports on qualified settlement funds (QSF) accounts
- Provides complete escrow services for class action settlement funds
- Offers a wide range of distribution options including check, certificate, voucher, debit card, wire transfer or a combination

For quality and security assurance, we print and mail checks directly from our facility.





# DISTRIBUTION AND CASE CLOSURE

## CASE CLOSURE

We carry our commitment to efficiency and superb client service all the way through case closure, including in-depth consultation with third parties to obtain consent through case closing.

To efficiently execute case closure, Epiq addresses every facet of the case, including:

- Document custody
- Accounting
- Disbursement
- Call center
- Claims processing
- Web services
- Software customization

## CASE STUDY

### **Epiq Successfully Administers Large, Complex Securities Notification**

#### **An Epiq Challenge**

Oppenheimer Funds Securities Class Action involved plaintiffs alleging that Oppenheimer portrayed risky funds as low risk. There were two separate funds with separate and sometimes overlapping classes, which further complicated the administration.

#### **An Epiq Solution**

Epiq worked with Oppenheimer and class counsel to design a claims filing process that was easy for class members, and built in efficiencies to make more funds available to class members.

Epiq received 98 percent of the trade data for eligible claims prior to initial notice from Oppenheimer and other broker nominees through an outreach campaign. To verify completeness and accuracy, Epiq mailed a record of funds transaction to every class member identified and handled transaction disputes and proof of claims. We performed extensive review, auditing and data cleanup on the claims and translated trades into terminology that could be applied to the settlements' plans of allocation.

We also set up two separate flexible call and mail centers for each fund, and two websites so class members could receive information or file claims 24/7.

#### **With Epiq Results**

Epiq mailed nearly 500,000 notices and received 130,000+ Web hits. Our contact center team fielded nearly 15,000 IVR calls and nearly 13,000 claimant support calls.

# SPECIALIZED EXPERTISE

## MASS TORT ADMINISTRATION

We draft claims forms and scripts, calculate settlement amounts, and develop customized analyses and reports. Our comprehensive services also address:

- Health care lien resolution
- Medicare Set-Asides
- Medicare Secondary Payer compliance

## PRACTICE AREAS

Our professional staff comprises seasoned subject matter experts – attorneys, accountants, testimony professionals and noticing and communication experts. They understand the unique demands of a mass tort or class action. We have effectively administered cases spanning practice areas, including:

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|---------------------------------|--------------------------|
| Antitrust                       | Government               |
| Civil rights and discrimination | Insurance and healthcare |
| Consumer                        | Labor and employment     |
| Data breach                     | Product liability        |
| Environmental                   | Securities               |
| Financial and consumer fraud    | Telecommunication        |



Epiq understands the critical importance of enterprise and data security, confidentiality, disaster recovery and business continuity planning. We have tested procedures in place to ensure the highest level of compliance and protection.

Epiq is an industry leader in ensuring quality control and addressing and preventing fraudulent transactions. Epiq uses a combination of best practices, proprietary technology and highly experienced claims analysts to ensure quality and prevent fraud.

Our operation features:

- Hardware and professional staff redundancy
- Automated and manual early warning system monitoring and metrics
- Physical plant and software failover solutions
- Physical perimeter security

## CASE STUDY

### **Epiq Successfully Manages Record-Setting Disbursement**

#### **An Epiq Challenge**

One of the largest Chapter 11 plan disbursements in history: Thousands of creditors, \$7 billion in check and wire disbursements and more than \$4.5 billion in disbursements to holders of public securities—all executed during a 24-hour window.

#### **An Epiq Solution**

Working closely with the financial organization, its legal and financial advisers, U.S. and international depositories, and relevant government organizations, Epiq planned the timing, workflow and execution of the disbursement. Epiq prepared data for use in the disbursement, coordinated tax identification numbers and OFAC compliance and designed and drafted customized remittance advice sheets. In a single day, all checks and related documentation were mailed and wire distributions were transmitted.

#### **With Epiq Results**

Epiq successfully disbursed more than 12,000 checks and wires in the amount of nearly \$7.5 billion globally, coordinated the disbursement of more than \$4.5 billion to holders of more than 800 debt securities and sought, received and verified more than 30,000 forms relating to tax information and confirming compliance with other federal statutes and regulations.



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