

## Canadian Class Action Services

Epiq Canada has decades of experience administering some of the largest and most complex claim administration mandates in Canadian history. Our vast experience enables us to ensure a seamless, on-time and on-budget administration for all types of settlement services large or small.

### What we offer

**LOCAL CANADIAN PRESENCE.** Canadian heritage and resources mean bilingual services including notice drafting, call centre and websites as well as expert understanding of the Canadian market, judicial system and population.

**DEEP CANADIAN RESOURCES AND RELATIONSHIPS.** We employ more than sixty-five (65) full-time lawyers, paralegals, insurance claims adjusters, certified project and risk managers, adjudicators, and call centre staff. Epiq Canada staff ARE Canadians, half of whom are bilingual. This means we have the right people and resources in the right place at the right time to handle matters of any size with speed, precision, and accountability.

**VAST EXPERIENCE AND EXPERTISE.** Consulting and expert administration means you get a comprehensive plan and execution from start to finish.

**ADVANCED TECHNOLOGY.** State-of-the-art applications deliver the efficiencies and metrics you care about with complete process transparency and confidence.

**WORLD-CLASS SECURITY.** Your data and business is safe with us in highly secure Canadian data centres that exceed Tier IV standards and are monitored 24/7/365.

### Epiq Technology

Epiq offers fast, secure access to all the mission-critical information you need, when you need it.

Epiq's customized claims solution provides role-based access to multiple constituents to aggregate and normalize data, support workflow needs under Case Management Orders for parties, and control information access and flow. Our solution provides the ideal software platform to organize case information and aggregate fact sheets and provide different roles and access to law firms, steering committees, special masters, third-party adjudicators or arbitrators, consultants, and adverse parties.

Epiq's claims solution eliminates the wait times you may have experienced with other systems when information must be transferred or uploaded from legacy systems or multiple databases. Role-based access allows for confidential work product and a platform to share case information once submitted by either party.

Any party with approved access will dramatically increase their efficiency with immediate, secure, 24/7 access to essential case information. Simple and advanced search options provide support for basic case access, as well as sophisticated analysis such as mapping, geography, injury profiles, and reporting metrics on status of cases at various stages of process.

[www.epiqglobal.ca](http://www.epiqglobal.ca)

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### Epiq services

#### **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 EXPERIENCE AND EXPERTISE.** Our in-house noticing agency, Hilsoft Notifications has been providing legal notice expertise to Canadian clients and courts for over a decade.

Our experts have developed a broad appreciation of evolving Canadian class action practice, especially as it varies among jurisdictions. Having placed hundreds of notices in every Canadian province and territory—including national, provincial and local media—Hilsoft has specific understanding of Canadian media outlets and practices.

#### **DATA INTAKE, ANALYSIS & MAILING PREPARATION.**

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

**SCALABLE, SECURE PROCESSING POWER.** We can handle cases of any size, any time, including a 24-hour processing team—and our advanced technologies and workflows mean you get the metrics you need, when you need them.

#### **CLAIMANT OUTREACH, REVIEW AND**

**MANAGEMENT.** Bilingual call centres allows Epiq clients unparalleled claimant responsiveness and includes interactive voice response (IVR), message/callback and multilingual claimant support representatives.

We provide claimant inquiry response via mail, email, fax, and web, including the design, development, and hosting of dedicated settlement websites.

**CLAIMS REVIEW AND QUALITY ASSURANCE.** Each case is assigned a claim services supervisor and a team of claim specialists to process and review all claims. Every case receives thorough, ongoing quality assurance and claims reviews, and training and procedure adjustments as necessary.

**FUND MANAGEMENT AND DISTRIBUTION.** Epiq queues and executes payment awards, and tracks and reports on fund distribution activity.

During the distribution process, Epiq:

- 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

**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 centre
- Claims processing
- Web services
- Software customization

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