

# epiq results

## Expert aviation solutions

Epiq is a proven leader in the claims administration industry, with unparalleled experience in the requirements of an aviation restructuring. Having handled many of the largest aviation restructurings, Epiq has developed noticing, claims, and communication strategies to address complex issues raised by these matters, including lease assumptions and rejections, as well as critical customer and vendor inquiries. Epiq offers the experience and internal capacity to manage all of your restructuring needs.

## What we offer

### Unrivaled experience

Successfully managed over 1,000 bankruptcy cases, including the most administratively challenging aviation cases of the last two decades, such as Delta, United, Northwest, and American Airlines.

### Unique noticing options

Leverage decades of practical experience to provide efficient, cost-effective noticing solutions.

Infrastructure in strategic locations offers the latest first-class and overnight deadlines in the industry.

Design-specific mailing processes and protocols and multiple verification tools mitigate risks associated with high volume mailings.

Utilize advanced bar coding for all mailings, ensuring efficient tracking and reporting of all undeliverable mail.

### Technological superiority

Provides the most robust infrastructure in the industry that drives efficiencies in the claims administration process.

Provide 24/7 web access to claims status and all relevant case data on desktops, tablets, and IOS/Android mobile devices, as well as secure online claim filing.

Superior docket alert notification technology allows email or text message alert updates simultaneously with the court's docket in real time.

### Public securities and solicitation

Our team has the expertise to develop creative, workable solicitation procedures and implement them. Whether a case has a handful of holders or hundreds of bond issues and thousands of claimants, we have extensive experience in cases of all size.

We have been involved in the most complex aviation restructuring transactions in history, such as Frontier, Mesa, Pinnacle, and Varig S.A. Airlines.

The Epiq team has been at the forefront of establishing industry accepted securities solicitation procedures. Our team has a comprehensive understanding of voluntary offer events, including tender offers, exchange offers, and treatment elections. Epiq is able to navigate the obstacles presented by public securities and other special situations with ease and efficiency.

### Executory contract review

We can review large quantities of documents and accurately extract the relevant data needed for multiple work-streams within a Chapter 11 process and beyond.

Our team can quickly mobilize experienced review professionals to meet the accelerated timelines present in restructurings at an extremely economical price point.

Solutions are designed to be flexible and customizable in order to meet a wide range of unique requirements.

### What we offer (continued)

#### Expert team

Longest tenured, most experienced staff, with decades of experience at leading banks, law firms, and financial advisory firms.

Lean, smart teams dedicated to delivering exceptional results.

#### Claims reporting and reconciliation

Secure and intuitive proprietary web-based claims reconciliation platform that saves cost.

Initial screening and analysis by experienced claims intake team provides efficient and timely reporting of duplicate, amended, and late filed claims as well as schedule matching and variance reporting.

#### State-of-the-art call centers and communications

In-house, bi-coastal, state-of-the-art call center facilities managed by the former head of a Fortune 500 company. Provide scalable programs designed to your specific needs.

VOIP system capable of handling voice calls, emails, chats, faxes and SMS, and an interactive voice response system answers most questions without live operator interaction.

Staffed by 900 multi-lingual operators fluent in 12+ languages.

Real-time escalations and call logs are provided on a customized schedule.

Provides scalable, well-planned communications to ensure confidence and promote stability during uncertain times. Protect and reinforce your company's brand and human capital with consistent, clear messaging.

### Representative aviation cases

