QUESTIONS AND ANSWERS

SETTLEMENT ADMINISTRATOR

RFP# SA082021

1. Are emails and mailing addresses available for the consumers?  If so, are they current?

ANSWER: Mailing addresses for all consumers are available. We have email addresses for some of them.  However, some of the consumers are not current customers of the company, and their information may be old. We have SSNs as well.

2. Is individual tax reporting required?  If not known, what is the maximum anticipated payment amount?

ANSWER: We do not expect any individual tax reporting because all payments will be under $600.

3. To help us understand the likely call volume we will be handling, is there any more information available about the financial product involved (e.g., mortgages, loans, were consumers’ credit scores impacted, etc.) or any more details about the subject of the matter?

ANSWER: The settlement is likely to draw significant media attention. But the message from the AGs will be that consumers do not need to take any action and that they will receive a restitution check in the mail if they are eligible. We will not encourage consumer calls, and we are fine with the settlement administrator having no live agents answering calls until after the checks have been mailed out.