

CLAIM FORM

Clark v. LG Electronics U.S.A., Inc.

No: 3:13-cv-0485-JM-

JMA

I. INSTRUCTIONS:

1. If you are an eligible Class Member and wish to make a claim for Covered Repairs and/or reimbursement of out-of-pocket expenses or damages incurred in connection with spoiled food or other property damage resulting directly from a Refrigerator Issue as defined in the Agreement of Settlement, you must complete this Claim Form and return it, along with the required documentation, postmarked no later than April 11, 2015 to the following address:

Clark v. LG Electronics U.S.A., Inc.

Strategic Claims Services

P.O. Box 230

Media, PA 19063

2. If you have more than one LG Signature Model Refrigerator or more than one Sears Kenmore Model Refrigerator that you purchased on or before January 29, 2014 for which you are making a claim pursuant to the Settlement, please complete a separate Claim Form for each Refrigerator.

3. Please complete all of Parts II and III and answer the questions in Parts IV and V that apply to you. Failure to provide the information requested could result in your claim being denied. If you have questions about completing the Claim Form, please call (855) 853-7442 or contact Class Counsel at LGclass@ctsclaw.com.

4. You must sign Part VI, the Sworn Declaration, under penalty of perjury, that you have provided true and correct information. The Claims Administrator will not process claims for reimbursement that have not been signed under penalty of perjury.

5. You are responsible for making sure that the Claims Administrator receives your Claim Form. If you want to make sure your Claim Form is received, you should send it by certified mail with a return receipt requested or by other similar means. You should keep a copy of the Claim Form and any other papers you send in with the Claim Form. Your documents cannot be returned to you.

6. It is important that you print or type your information clearly.

7. Only one Claim Form will be accepted for each Refrigerator. If multiple Claim Forms are received for the same Refrigerator you may have to show proof of ownership in order to receive any benefit from this Settlement.

8. All Claim Forms for out-of-pocket expenses relating to spoiled food and other property damage resulting from Refrigerator Issues as defined in the Agreement of Settlement are subject to the verification procedures described in Section 4 of the Agreement of Settlement. To verify that you placed a call to LG US (or Sears, in the case of Kenmore Model Refrigerators) reporting Refrigerator Issues, or received service from LG US (or Sears, in the case of Kenmore Model Refrigerators) for Refrigerator Issues, LG US will compare the information you report on this Claim Form with its own call and service center records or with Sears's call and service records. You may also provide records of a call to or service from a third-party service repair provider addressing Refrigerator Issues. In the event the records provided by the Class Member or available to LG US through its own records or through Sears's records do not evidence any complaint about spoiled food

or Refrigerator Issues such that the Claims Administrator cannot determine from the available evidence of a call that the damages claimed by the Class Member were caused by Refrigerator Issues, the Claims Administrator will conduct a follow-up interview of the Class Member. This follow-up interview will be recorded.

9. The Claims Administrator will let you know when a decision on your claim has been made. If your claim for reimbursement is rejected for any reason, the Claims Administrator will notify you of the rejection and the reason for rejection. If your claim is rejected, you have thirty (30) days after the date of mailing of the notice of rejection to mail to the Claims Administrator a notice contesting the rejection or to cure any defect with your Claim Form. Claims processing takes time and the Court needs to give final approval of the Settlement.

It may take six or more months for your claim to be processed. Please be patient!

IMPORTANT: Do not send the completed Claim Form or other documents and materials to the attorneys or the Court. Instead, the completed Claim Form and any required supporting documents or materials must be sent to *Clark v. LG Electronics U.S.A., Inc.*, Strategic Claims Services, P.O. Box 230, Media, PA 19063 and be postmarked by April 11, 2015.

PART II: CLAIMANT IDENTIFICATION:

This information will be used to evaluate your claim, contact you for any repairs or questions, and to send you a settlement check if you qualify. Please be sure to print or type the information clearly.

Claimant's Name (First, Middle, Last)		
Street Address (line 1)		
Street Address (line 2)		
City	State	ZIP
Best Telephone Number to Reach You	Best Time to Reach You	
E-mail Address (if available)		
Refrigerator Model Number (ex. LFX33975ST (LG Signature Models) or 72042 (Sears Kenmore Models) – may be found on the label inside the Refrigerator, see Directions for Parts II & III below for details)		
Refrigerator Serial Number (ex. 208KR***** (Both LG Signature and Sears Kenmore Models – may be found on the label inside the Refrigerator, see Directions for Parts II & III below for details)		
Manufacture Date (may be found on the label inside the Refrigerator, see Directions for Parts II & III below for details)		
Approximate date and location of purchase of your Refrigerator		

PART III: REFRIGERATOR ISSUES

1. Did you experience any of the following Refrigerator Issues? (check all that apply):

- Low or no ice production
- Water leaking
- Ticking and grinding that goes away when the Refrigerator is shut off
- Clogged ice system
- Refrigerator shutting off on its own
- Loud motor sounds
- A “IF ER” code in the control panel of your Refrigerator (see Directions for Parts II & III, below for an example of “IF” error)

Additional details about the Refrigerator Issues you experienced: _____

2. What date(s) did you experience any of the above: _____

3. Did you or someone in your household call the LG US or Sears customer service center or a third-party service company to report the Refrigerator Issues you experienced?

YES

NO

Who did you call?

LG US customer service center

Sears customer service center

Third-Party (provide name, address, and phone number):

4. When did you call to report the Refrigerator Issues? _____

5. Who called to report the Refrigerator Issues (if different than the name shown in Part II)?

6. What phone number did you provide to LG US (if different than the number shown in Part II)?

If you called a third-party provider you must attach evidence of your call such as a telephone record, cancelled check, credit card receipt or work order.

If you called LG US or Sears and their records do not show such a call then you will be required to provide evidence of you telephone call to LG US or Sears.

PART IV: REQUEST FOR REPAIR

This Part must be completed if you are seeking repair of your Refrigerator. You can have your Refrigerator repaired and still make a claim for spoiled food or damaged property. To have your Refrigerator repaired, you must have experienced one or more of the Refrigerator Issues listed in Part III before April 11, 2015.

1. I would like LG US (or Sears, in the case of Kenmore Model Refrigerators) to perform a repair of my Refrigerator pursuant to the Agreement of Settlement (check one):

YES

NO

PART V: REQUEST FOR REIMBURSEMENT

This Part must be completed if you are making a claim for reimbursement of out-of-pocket expenses incurred in connection with spoiled food or other property damage resulting from Refrigerator Issues. The Refrigerator Issues must have taken place before January 26, 2015.

- 1. Did you have to throw away any food because of a Refrigerator Issue set forth in Part III above?
 YES
 NO

Approximately when did you discover the spoiled food?

If the answer to number 1 is YES:

- 2. What food did you have to throw away? Please be as detailed as possible, attach additional sheets of paper if necessary, and attach photographs if you have them.

- 3. In total, what was the cost of the food you had to throw away?

- 4. Do you have any receipts or invoices for the food you had to throw away? If you have receipts for food that you had to throw away, please attach them.

- YES, I have receipts and they are attached.
- NO, I do not have any receipts.

- 5. Other than food, are you claiming damage to any property because of Refrigerator Issues?

- YES, I am claiming other property damage.
- NO, I am not claiming other property damage.

If you answered NO to number 5, skip numbers 6-9 and go to Part VI.

- 6. If the answer to number 5 is YES, describe the damage to your property. Include your understanding of how the property was damaged and when the damage occurred. Please be as detailed as possible, attach additional sheets of paper if necessary, and attach photographs if you have them.

7. Was the property listed in number 6 repaired?

YES, the damaged property was repaired. Go to question 8.

NO, the damaged property was not repaired. Go to question 9.

8. If the damaged property was repaired, state the cost of the repair and attach proof of the cost of the repair. You will not receive reimbursement without attaching proof, such as a receipt or invoice, of the cost of the repair. If the damage to the property was not repaired, go to question 9.

Cost of Repair: _____

9. If you did not have the damage repaired, you must provide proof of an estimate for the cost of any repairs. You will not receive reimbursement without attaching proof of the estimated cost of the repair.

Estimated Cost of Repair: _____

PART VI. SWORN DECLARATION

I, _____, (Print Name – The name must match the name listed in Part II) swear under penalty of perjury under the laws of the United States of America that the information I provided in this Claim Form is true and correct to the best of my knowledge. I understand that perjury can be punishable by a fine and/or imprisonment. I further swear that I have not previously received reimbursement from LG US or Sears for any of the above amounts.

Date: _____ **Signature:** _____

Print Name: _____

PLEASE REMEMBER TO ATTACH ANY SUPPORTING DOCUMENTATION THAT YOU MAY HAVE

ACCURATE CLAIMS PROCESSING CAN TAKE TIME.

THANK YOU FOR YOUR PATIENCE.

Directions For Parts II & III:

1. The label containing the model number, serial number, and date of manufacture is located on the right wall inside the refrigerator when you open the right door:



2. The "ER IF" error message in the control panel will appear as:

