LEGAL NOTICE OF CLASS ACTION SETTLEMENT

If you were a member of the San Francisco Employees Retirement System ("SFERS") to whom SFERS sent its Notice of Data Breach disclosing that on March 21, 2020, 10UP Inc. learned that a test server had been accessed by an outside party on February 24, 2020, a proposed class action settlement may affect your rights.

A court authorized this Notice. This is not a solicitation from a lawyer.

This Notice explains important legal rights you may have. Your legal rights are affected whether you act or do not act. Please read this Notice carefully.

- Plaintiffs and Class Representatives ("Plaintiffs") and 10UP, Inc. ("10UP" or "Defendant") have reached a Settlement in a class action lawsuit (the "Settlement") entitled *Daniele et al. v. 10UP, Inc.*, San Francisco Superior Court, Case No. CGC-20-586506 (the "Lawsuit").
- The Lawsuit alleges that, on or about February 24, 2020, 10UP was the target of a widespread data breach ("Data Breach") in which nonreducted and nonencrypted personally identifiable information ("PII") of certain SFERS members was subject to an unauthorized access and exfiltration, theft, or disclosure to an outside party, as a result of 10UP's allegedly inadequate security procedures and practices.
- SFERS sent a Notice of Data Breach on or about March 24, 2020 (along with an updated notice on or about June 2, 2020), which advised approximately 74,000 SFERS members of a data breach ("Settlement Class Members").
- 10UP denies these allegations. 10UP further asserts that it complied with all applicable laws and regulations. Finally, 10UP asserts that no member of the Settlement Class, including the Plaintiffs, or any other person has sustained any damages or injuries due to the alleged incident.
- The Court has not decided who is right or wrong. Instead, both sides have agreed to the Settlement to resolve the dispute without further litigation risk and expense.

10UP has agreed to pay a \$60 cash payment to Settlement Class Members who submit a claim, as well as attorneys' fees, expenses, and administration costs to settle the Lawsuit. Settlement Class Members are those SFERS members to whom a Notice of Data Breach was sent. If you received this Notice, then you are a Settlement Class Member. To obtain payment of the Settlement benefits, Settlement Class Members will be required to submit a claim to the Settlement Administrator consistent with the procedures described below.

As part of the Settlement, 10UP is also providing an opportunity to enroll, at no cost to the Settlement Class Member, to receive twelve months of Credit Monitoring. Also, each Settlement Class Member who was the victim of actual identity theft resulting in Extraordinary Loss that was more probably than not caused by the Data Security Incident may submit a claim for reimbursement.

YOUR LEGAL RIGHTS AND OPTIONS IN THIS SETTLEMENT		
MAKE A CLAIM TO RECEIVE SETTLEMENT BENEFITS	If you wish to obtain settlement benefits, you must submit a claim to the Administrator to obtain a cash payment. To make a claim you must submit a Claim Form by the deadline. Claim Forms can be submitted online at www.SFERS10UPSettlement.com or by mail. For detailed information about eligibility requirements and how to file a claim, see Section 8 below.	Deadline: 10/25/2023
EXCLUDE YOURSELF	You can exclude yourself from the Settlement by informing the Administrator that you want to "opt out" of the Settlement by sending in a Request for Exclusion. If the Settlement is approved, this is the only option that allows you to retain your rights to sue 10UP for the claims that are released by this Settlement (see Sections 10 and 17 below). If you exclude yourself, however, you will not be eligible to submit a Claim Form or to receive a cash payment. For detailed information about how to exclude yourself, see Section 16 below.	Deadline: 10/25/2023
OBJECT TO THE SETTLEMENT	You may object to the Settlement by writing to the Administrator and informing it why you don't think the Settlement should be approved. But a Settlement Class Member who submits a Request for Exclusion lacks standing to object. For detailed information about how to object to or comment on the Settlement, see Section 18 below.	Deadline: 10/25/2023
ATTEND THE "FINAL APPROVAL" HEARING	The Court will hold a Final Approval Hearing to consider the Settlement, the request by the lawyers who brought the Lawsuit ("Settlement Class Counsel") for attorneys' fees and expenses, and Plaintiffs' request for a service award for bringing the Lawsuit. You may, but are not required to, speak at the Final Approval Hearing about any objection you filed. If you intend to speak at the Final Approval Hearing, you must follow the procedures set forth in Sections 18 and 22 below when you serve your objection.	Hearing Date: 1/18/2024
DO NOTHING	If you are a Settlement Class Member and you do nothing, you will not be eligible to receive settlement benefits. However, if the Settlement is approved by the Court, you will give up your rights to sue 10UP for claims that are released by this Settlement (See Sections 10-11 below).	No deadline

*IMPORTANT NOTE: The dates and deadlines may be changed without further notice to the Settlement Class, so please check the Settlement Website www.SFERS10UPSettlement.com to confirm that the dates have not been changed.

These rights and options—and the deadlines to exercise them—are explained in more detail below.

The Court in charge of this Lawsuit still must decide whether to approve the Settlement. Payments will be made if the Court approves the Settlement and after any appeals are resolved. Please be patient.

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BACKGROUND INFORMATION

1. Why did I get this notice?

The Court authorized this Notice because you have a right to know about the proposed Settlement which resolves claims asserted against 10UP in this class action Lawsuit and about your options before the Court decides whether to approve the Settlement. If the Court approves the Settlement and if any appeal is filed, after such appeal is resolved, the Administrator will make the payments that the Settlement allows. If the Court approves the Settlement, and if any appeal is filed after any appeals are resolved, you will be bound by the Judgment and terms of the Settlement, unless you timely exclude yourself ("opt out") from the Settlement.

This Notice explains the Lawsuit, the Settlement, and your legal rights and options, and the deadlines for you to exercise your rights. To obtain more information about the Settlement, including information about how you can see a copy of the Settlement Agreement (which defines certain capitalized terms used in this Notice), see Section 3 below.

2. Why is this a class action?

In a class action lawsuit, one or more people called "Class Representatives" sue on behalf of others who have similar claims. All of the people who have similar claims are a "class" or "class members" if the class is certified by the Court. Individual class members do not have to file a lawsuit to participate in the class action settlement or be bound by the judgment in the class action. One court resolves the issues for everyone in the class, except for those who exclude themselves from the class, as explained in Sections 10 and 16 below.

3. What is this lawsuit about?

This Lawsuit is called *Daniele et al. v. 10UP, Inc.*, Case No. CGC-20-586506 and is pending in the Superior Court for the State of California, County of San Francisco. The Honorable Richard B. Ulmer Jr., Superior Court Judge is overseeing this class action Lawsuit.

In their complaint, Plaintiffs state a claim for negligence and certain claims under various California consumer and privacy statutes against 10UP. These claims are based on allegations that, on or about February 24, 2020, 10UP was the target of a data security incident in which PII of certain SFERS members was subject to an unauthorized access and exfiltration, theft, or disclosure to an outside party, as a result of 10UP's allegedly inadequate security procedures and practices.

SFERS sent a Notice of Data Breach on or about March 24, 2020 (along with an updated notice on or about June 2, 2020), which advised approximately 74,000 SFERS members of the data security incident.

10UP denies these allegations. 10UP further asserts that it complied with all applicable laws and regulations. Finally, 10UP asserts that no member of the Settlement Class, including the Plaintiffs, or any other person has sustained any damages or injuries due to the alleged incident.

The issuance of this Notice is not an expression of the Court's opinion on the merit or the lack of merit of any of Plaintiffs' claims or 10UP's defenses in the lawsuit or who is right or wrong. The Court has not decided who is right or wrong. Instead, both sides have agreed to a Settlement to avoid the risk and cost of further litigation.

SFERS does not have information to provide about this settlement. For information about what has happened in the Lawsuit to date, and about the additional litigation referenced herein, you can access the Settlement Agreement and other case documents at www.SFERS10UPSettlement.com. Please also see Section 23 below for additional information about accessing case documents through the Court's website.

4. The alleged Data Breach.

According to SFERS Notice of Data Breach, 10UP had set up a test environment on a separate computer server, which included a database containing data from approximately 74,000 SFERS member accounts as of August 29, 2018. The Notice of Data Breach also states that, on or about February 24, 2020, 10UP was the target of a widespread Data Breach in which PII of SFERS members that was stored on that server was subject to an unauthorized access and exfiltration, theft, or disclosure. According to SFERS, an outside party accessed the server, and SFERS warned that it could not confirm the PII was not copied. SFERS stated in its Notice of Data Breach that the compromised PII included, without limitation, some or all of the following categories of information for some SFERS members: (1) Full Name; (2) Full Home Address; (3) Date of Birth; (4) Designated Beneficiary Full Name (if any); (5) Designated Beneficiary Date of Birth; (6) Designated Beneficiary Relationship to Member; (7) IRS Form 1099R Information, excluding SSN; (8) Bank ABA (routing) Number; and (9) SFERS Website User Name, Security Questions and Answers.

5. Why is there a Settlement?

The Court did not decide in favor of the Plaintiffs or 10UP. Instead, both sides have agreed to the Settlement. Both sides want to avoid the risk and cost of further litigation. Plaintiffs and Class Counsel also believe that the Settlement is in the best interests of the Settlement Class.

6. Am I part of the Settlement Class?

The Court has decided that everyone who fits this description is a Settlement Class Member for purposes of the proposed Settlement:

All San Francisco Employees Retirement System ("SFERS") members to whom SFERS sent its Notice of Data Breach disclosing that on March 21, 2020, 10UP Inc. learned that a test server had been accessed by an outside party on February 24, 2020.

Excluded from the Class are: (a) 10UP and its board members, executive-level officers, attorneys, and immediate family members of any such persons; (b) governmental entities; (c) the Court, the Court's immediate family, and the Court staff; and (d) any person who timely and properly excludes himself or herself from the Class.

If you are not sure if you are included in the Settlement Class, please review the detailed information contained in the Settlement Agreement, available for download at www.SFERS10UPSettlement.com. You may also contact the Administrator at info@SFERS10UPSettlement.com or call toll-free at 888-490-0862.

THE PROPOSED SETTLEMENT

7. What relief does the Settlement provide to Settlement Class Members?

10UP has agreed to pay a \$60 cash payment to Settlement Class Members who submit a claim, as well as attorneys' fees, expenses, and administration costs to settle the Lawsuit.

As part of the Settlement, 10UP is also providing an opportunity to enroll, at no cost to the Settlement Class Member, to receive twelve months of Credit Monitoring. Those who enroll will receive one year of identity protection services offered by IDXTM, which includes the following services: Triple Bureau Credit Monitoring & Alerts, Cyberscan Dark Web Monitoring, \$1 Million Reimbursement Insurance, and Fully-Managed Identity Restoration.

Also, each Settlement Class Member who was the victim of actual identity theft resulting in Extraordinary Loss that was more probably than not caused by the Data Security Incident, may submit a claim for reimbursement, as described in Section 9.

8. How do I get a Payment?

To make a Claim and receive a cash payment, you must complete and submit a Claim Form online at www.SFERS10UPSettlement.com by 10/25/2023, or by mail postmarked by 10/25/2023 to 10UP Settlement, PO Box 3968, Portland, OR 97208-3968.

Read the instructions on the Claim Form carefully.

A Claim can be filed quickly and easily at www.SFERS10UPSettlement.com, but if you wish to mail in the Claim Form, you may download a copy at www.SFERS10UPSettlement.com. If you plan to mail in a Claim Form, then please type or legibly print all requested information, in blue or black ink. To support your Claim you must provide the following: Name, Address, Email Address. Mail your completed Claim Form, including any supporting documentation, by U.S. mail to:

10UP Settlement PO Box 3968 Portland, OR 97208-3968

If you have any questions regarding the process to submit your Claim Form, you may obtain assistance by calling toll-free 888-490-0862, emailing the Administrator at info@SFERS10UPSettlement.com, or by writing to Administrator at the above address.

After the Settlement is approved and becomes final, if you have submitted a valid claim (as determined by the Administrator) you will be mailed a \$60 check or issued payment of \$60 in accordance with reasonable instructions you provide to the Administrator.

9. How to claim extraordinary loss?

Reimbursement for Extraordinary Loss means reimbursement for actual loss suffered by a Settlement Class Member, who was the victim of actual identity theft that was more probably than not caused by the alleged Data Breach incident, as provided in the Settlement Agreement. To recover for Extraordinary Loss, a Settlement Class Member must submit a claim for:

- (a) Actual documented expenses caused by the Data Breach that were incurred by the Class Member after the date June 1, 2020 and before the Claims Deadline, less reimbursement obtained from any other source (for example, such as benefits paid by identity theft insurance), if any. In order for a claim for Reimbursement for Extraordinary Loss to be approved and paid, a Settlement Class Member must provide reasonable documentation to establish both the fact of actual identity theft and the dollar amount of the loss, and must have made reasonable efforts to exhaust all sources of such other reimbursement.
- (b) A Settlement Class Member who has been the victim of actual identity theft may also submit a claim for compensation for actual time spent responding to the Data Security Incident, for up to a maximum of 3 hours at a rate of \$25 per hour as compensation for actual time spent.
- (c) Claims for Reimbursement for Extraordinary Loss are capped at no more than a maximum of \$1,000 per Class Member.

10. What am I giving up by staying in the Settlement Class?

Unless you exclude yourself, you will remain in the Settlement Class. Remaining in the Settlement Class means that you cannot sue, continue to sue, or be part of any other lawsuit against 10UP that makes claims based on the facts and legal theories alleged in this Lawsuit. It also means that all of the Court's orders will apply to you and legally bind you. The Released Claims are detailed in the Settlement Agreement available at www.SFERS10UPSettlement.com.

11. What happens if I do nothing at all?

If you do nothing, you will remain a member of the Settlement Class and you will be bound by the Settlement. You will not receive a payment.

12. Will the Class Representatives receive any compensation for their efforts in bringing this Lawsuit?

The named Plaintiffs who brought this Lawsuit will request a Service Payment of up to \$10,000 each for their services as Class Representatives and their efforts in bringing the Lawsuit. The Court will make the final decision as to the amount to be paid to the Plaintiffs.

13. When will I get a payment if I submit an approved Claim?

If you submit a Claim Form by 10/25/2023, and the Court approves the Settlement and orders payment to Settlement Class Members, you will receive payment about 60 days after the Court grants Final Approval of the Settlement, if no one files an appeal challenging the Settlement. If an appeal is filed payment will be delayed until the appeal is resolved.

THE LAWYERS REPRESENTING YOU

14. Do I have a lawyer in this case?

The Court has appointed (1) Gretchen Nelson and Gabriel Barenfeld of Nelson & Fraenkel LLP, and (2) Matthew Righetti of Righetti Glugoski, P.C. as Class Counsel. Their contact information is below:

NELSON & FRAENKEL LLP Gretchen M. Nelson Gabriel S. Barenfeld 601 S. Figueroa Street, Suite 2050 Los Angeles, CA 90017 gnelson@nflawfirm.com gbarenfeld@nflawfirm.com RIGHETTI GLUGOSKI, P.C. Matthew Righetti 456 Montgomery St. Suite 1400 San Francisco, CA 94104 matt@righettilaw.com

You do not need to hire a lawyer because Class Counsel is working on your behalf.

If you wish to pursue your own lawsuit separate from this one, or if you exclude yourself from the Settlement, these lawyers will no longer represent you. You will need to hire a lawyer if you wish to pursue your own lawsuit against 10UP.

15. How will the lawyers be paid?

Class Counsel may apply to the Court for an award of Class Counsel's reasonable attorneys' fees and costs incurred by Class Counsel in connection with commencing, prosecuting, and settling the Litigation in an amount not to exceed \$500,000. The Court will make the final decision as to the amounts to be paid to the Class Counsel and may award amounts different than the requested amounts. If awarded, the attorneys' fees and costs will be paid by 10UP and the amounts paid will not reduce the cash payment that Settlement Class Members will receive. You will not under any circumstances have to pay any fees or expenses if you are a Settlement Class Member.

HOW TO EXCLUDE YOURSELF FROM THE SETTLEMENT

16. How do Settlement Class Members exclude themselves from the Settlement?

If you are a member of the Settlement Class, do not want monetary benefits, and do not want to be legally bound by the terms of the Settlement, you must exclude yourself (or opt out) from the Settlement Class. If you wish to pursue your own separate lawsuit against 10UP based on the claims that will be released (see Section 10 above) in this Lawsuit, you must exclude yourself from the Settlement Class.

In order to exclude yourself from the settlement, you must submit a written request to the Settlement Administrator stating your intent to exclude yourself from the Settlement. Your Request for Exclusion must include the following: (1) your name, address, and email address; (2) your physical signature; (3) the name and number of this Lawsuit (i.e., *Daniele et al. v. 10UP, Inc.*, Case No. CGC-20-586506); and (4) a statement that you wish to be excluded from the Settlement Class for purposes of this Settlement. Requests made on behalf of more than one Settlement Class Member are not allowed. You may also download a Request for Exclusion Form from the website, complete that form and mail it to the Settlement Administrator.

You must mail your Request for Exclusion to the following address:

10UP Settlement PO Box 3968 Portland, OR 97208-3968

You may also email your Request for Exclusion as an attachment to an email, to the following address: info@SFERS10UPSettlement.com.

Requests for Exclusion must be postmarked by or emailed by 10/25/2023.

If you submit a valid request to be excluded from the Settlement Class, you will not be a part of the Settlement, you will not be eligible to receive a payment, will not be bound by the Final Approval Order and Final Judgment entered in the Lawsuit, and will not be precluded from bringing any other claim against 10UP based on the conduct complained of in the Lawsuit. If you submit both a Request for Exclusion and an Objection to the Settlement (as described in Section 18 below), your Objection will not be considered and you will be deemed to have requested exclusion from the Settlement.

17. If I do not exclude myself, can I still sue 10UP for the same thing later?

No. Unless you exclude yourself, you give up the right to sue 10UP for any claims that are released (see Section 10) by the Settlement. If you have a current lawsuit against 10UP, speak to your lawyer in that lawsuit immediately to determine whether you must exclude yourself from the Settlement Class to continue your own lawsuit against 10UP.

HOW TO OBJECT TO THE SETTLEMENT

18. How do I tell the Court that I do not like the Settlement?

If you are a Settlement Class Member and have not excluded yourself from the Settlement, you can ask the Court to deny approval by filing an objection. You can't ask the Court to order a different settlement; the Court can only approve or reject this Settlement. If the Court denies approval, no settlement payments will be sent out and the Lawsuit will continue. If that is what you want to happen, you must object. In addition, you can object to Class Counsel's request for Attorneys' Fees and Expenses and the request by Plaintiffs for a Service Award.

Any objection to the proposed Settlement or to Class Counsel's request for Attorneys' Fees and Expenses or the request by Plaintiffs for a Service Award must be in writing. If you file a timely written objection, you may, but are not required to, appear at the Final Approval Hearing, either in person or through your own attorney. If you appear through your own attorney, you are responsible for hiring and paying that attorney. All written objections and supporting papers must (a) clearly identify the case name and number (*Daniele et al. v. 10UP, Inc.*, Case No. CGC-20-586506), (b) be submitted to the Settlement Administrator, and (c) be filed or postmarked on or before 10/25/2023 to the address below:

10UP Settlement PO Box 3968 Portland, OR 97208-3968

Your Objection should include: (1) your name, address, and email address and signature and date of the objection; (2) the case name and number (*Daniele et al. v. 10UP, Inc.*, Case No. CGC-20-586506); (3) all grounds for the objection, including all citations of legal authority and evidence supporting the objection; (4) the name and contact information of all attorneys representing, advising, or in any way assisting you in connection with the preparation or submission of the objection, who must enter an appearance with the Court in accordance with the Local Rules; and (5) a statement indicating whether you intend to appear at the Final Approval Hearing (either personally or through attorney).

If you do not timely make your objection, you may be deemed to have waived all objections.

19. What is the difference between excluding myself and objecting to the Settlement?

Objecting is telling the Court that you do not like something about the Settlement or to Class Counsel's request for Attorneys' Fees and Expenses or Plaintiff's request for a Service Award, while remaining in the Settlement Class and being subject to the Settlement. You can object only if you do not exclude yourself from the Settlement Class.

Excluding yourself is telling the Court that you do not want to be part of the Settlement Class or the Lawsuit as outlined in Section 16. If you exclude yourself, you are no longer a member of the Settlement Class and you do not have a right to share in the Settlement's proceeds or to object because the Settlement no longer affects you.

FINAL APPROVAL HEARING

20. When and where will the Court decide whether to finally approve the Settlement?

The Court has preliminarily approved the Settlement and will hold a hearing to decide whether to give final approval to the Settlement on 1/18/2024, at 9:30AM. At the Final Approval Hearing, the Court will consider whether the Settlement is fair, reasonable, and adequate to Settlement Class Members. The Court will also consider whether to approve the requested award of Attorneys' Fees and Expenses for Class Counsel, and Service Award for Plaintiffs. If there are objections, the Court will consider them. The Court will listen to people who have asked to speak at the Final Approval Hearing. The Court will then issue decisions on these issues. We do not know how long those decisions will take.

Please note that the Final Approval Hearing may take place by video conference. If this is the case, instructions on how to join the video conference for the Final Approval Hearing will be posted at www.SFERS10UPSettlement.com prior to the hearing.

Also please note that the date of the final approval hearing may change without further notice to the Settlement Class. You should check the Settlement Website (www.SFERS10UPSettlement.com).

21. Do I have to come to the Final Approval Hearing?

No. Class Counsel will attend the Final Approval Hearing and answer any questions the Court may have. However, you are welcome to participate at your own expense. If you file an objection, you do not have to come to the Final Approval Hearing to talk about it. As long as you submitted your written objection by 10/25/2023, in accordance with the instructions in this Notice (see Section 18 above) the Court will consider it. You may also pay your lawyer to attend, but it is not necessary.

22. May I speak at the Final Approval Hearing?

You may ask to speak at the Final Approval Hearing. If you wish to attend and speak at the Final Approval Hearing you are free to do so, whether or not you file an objection, or whether you wish to comment or speak in support of the Settlement.

To speak at the hearing, you may request to do so at the Final Approval Hearing, or by filing a "Notice of Intention to Appear" with the Court prior to the Final Approval Hearing. Such requests must (a) clearly identify the case name and number (*Daniele et al. v. 10UP, Inc.*, Case No. CGC-20-586506) and (b) be submitted to the Settlement Administrator. You can also indicate that you wish to speak at the Final Hearing in your written objection (see Section 18 above). If you plan to have your attorney speak for you at the Final Hearing, your objection should also include your attorney's name, address, and telephone number.

If you have submitted a Request for Exclusion from the Settlement, however, you may not speak at the Final Approval Hearing because the Settlement no longer affects you.

GETTING MORE INFORMATION & UPDATING INFORMATION

23. How do I get more information?

This Notice summarizes the proposed Settlement and does not cover all the issues and proceedings that have occurred. For the precise terms and conditions of the Settlement, please see the Settlement Agreement, which can be found, along with other important documents and information about the status of the Lawsuit, by visiting www.SFERS10UPSettlement.com. You may also contact the Administrator at info@SFERS10UPSettlement.com or toll-free at 888-490-0862, or Class Counsel at the email addresses provided in Section 14 above.

PLEASE DO NOT TELEPHONE THE COURT OR THE COURT CLERK'S OFFICE TO INQUIRE ABOUT THIS SETTLEMENT OR THE CLAIM PROCESS.

24. What if my address or other information changes after I submit a Claim form?

If you change your postal or email address, it is your responsibility to inform the Settlement Administrator of your updated information. You may do so either by mail or email at the addresses below:

10UP Settlement PO Box 3968 Portland, OR 97208-3968

info@SFERS10UPSettlement.com

PLEASE DO NOT CONTACT THE COURT REGARDING THIS NOTICE.

BY ORDER OF THE HONORABLE RICHARD B. ULMER JR, SUPERIOR COURT JUDGE