

IN THE UNITED STATES DISTRICT COURT
FOR THE SOUTHERN DISTRICT OF FLORIDA
PALM BEACH DIVISION

MARY WILLIAMSON,

Plaintiff,

-vs-

OCWEN LOAN SERVICING, LLC,

Defendant.

CASE NO.:

JURY TRIAL DEMANDED

COMPLAINT

The Plaintiff, MARY WILLIAMSON, sues the Defendant, OCWEN LOAN SERVICING, LLC, and in support thereof respectfully alleges the following:

JURISDICTION AND VENUE

1. Plaintiff brings this action to recover statutorily prescribed damages for acts on the part of Defendant OCWEN LOAN SERVICING, LLC, in violation of the Telephone Consumer Protection Act of 1991, 47 U.S.C. § 227, *et seq.*, (hereafter “TCPA”).

2. Jurisdiction of this Court arises under 28 U.S.C. § 1331 as this case presents a federal question.

3. The alleged violations described herein occurred in Palm Beach County, Florida. Accordingly, venue is appropriate with this Court under 28 U.S.C. §1391(b)(2), as it is the judicial district in which a substantial part of the events or omissions giving rise to this action occurred.

PARTIES

4. Plaintiff, MARY WILLIAMSON, is and was at all material times a natural person over the age of eighteen (18), who resides in Philadelphia, Pennsylvania.

5. Plaintiff, MARY WILLIAMSON, is the regular user, carrier and subscriber of the cellular telephone number at issue, (###) ###-6805 and is the “called party” with respect to the calls placed by the Defendant that give rise to this action, as further described herein. See Breslow v. Wells Fargo Bank, N.A., 755 F.3d 1265, 1266, 1267 Communications Reg. (P & F) 934, (11th Cir.2014); Soppet v. Enhanced Recovery Co., LLC, 679 F.3d 637, 643 (7th Cir. 2012).

6. Defendant OCWEN LOAN SERVICING, LLC, (hereafter “OCWEN”) is and was at all material times a foreign limited liability company organized under the laws of the state of Delaware and authorized to transact business in the state of Florida. OCWEN maintains a registered agent for service of process in Florida and maintains its principal place of business at 1661 Worthington Road, Ste 100, West Palm Beach, FL 33409.

PERSONAL JURISDICTION

7. This Court possesses specific personal jurisdiction over OCWEN as a result of its acts within this District that violated the TCPA.

8. OCWEN maintains sufficient minimum contacts with this District, has purposefully availed itself of the privilege of doing business in this District, maintains a registered agent and principal place of business in Florida, and possesses such a significant and continuous presence in this District such as to be subject to the personal jurisdiction of this Court.

9. In addition, Plaintiff’s injuries alleged in this action arise from OCWEN’s mortgage loan servicing activities in Florida, and result from OCWEN’s tortious conduct in performing said activities within Florida, in violation of the TCPA within Florida. OCWEN directed its conduct to have intended effects within Florida.

FACTUAL ALLEGATIONS

10. At all times material hereto, Defendant OCWEN sought to collect an alleged mortgage debt from Plaintiff MARY WILLIAMSON that arose from a transaction allegedly incurred for personal, family or household purposes, and is therefore a “consumer debt.”.

11. At all times material hereto, Defendant OCWEN was the servicer of a mortgage loan debt owed by Plaintiff.

12. In or about January of 2008, Defendant, OCWEN began initiating a campaign of autodialed calls (“robocalls”) to Plaintiff’s aforementioned cellular telephone number, (###) ###-6805, in an effort to collect the above described alleged mortgage loan debt.

13. Throughout the course of the telephone collection campaign described herein, Plaintiff consistently and repeatedly instructed OCWEN’S representatives to cease calling her on her cellular telephone number.

14. Despite Plaintiff’s clear and unambiguous instructions to OCWEN’s representatives to stop calling, Defendant OCWEN continued initiating autodialed calls to Plaintiff’s cellular telephone number in an effort to collect the above described alleged debt, disregarding Plaintiff’s instructions to cease placing such calls, in violation of the TCPA.

15. Defendant OCWEN intentionally harassed and abused Plaintiff on numerous occasions by and through its agents and representatives during the eleven (11) year period prior to the filing of the Complaint in this action, including but not limited to:

a. Calling Plaintiff’s cellular telephone number several times per day and on back to back days, with such frequency as can reasonably be expected to harass the Plaintiff.

b. Calling Plaintiff’s cellular telephone number in an attempt to collect the subject debt after Plaintiff demanded that Defendant cease calling;

c. Calling Plaintiff's aforementioned cellular telephone number and hanging up either prior to or as soon as Plaintiff, or the Plaintiff's answering machine answered the call.

16. Despite Plaintiff's instructions to OCWEN to stop placing calls to her aforementioned cellular telephone number, Defendant OCWEN, in an effort to collect the above described alleged debt, proceeded to engage in conduct in violation of the TCPA, as described herein.

17. The telephone calls at issue were placed by Defendant OCWEN using an "automated telephone dialing system" as defined by the TCPA, 47 U.S.C. § 227(a)(1), which has the capacity to store or produce telephone numbers to be called, using a random or sequential number generator; and to dial such numbers (hereafter "ATDS" or "autodialer"). Specifically, Defendant initiated each of the calls at issue to Plaintiff's aforementioned cellular telephone number using the "Aspect" dialing system, which at all material times consisted of server-based computer hardware that included an inherent random number generator, paired with software that utilized the computer hardware's random number generator functions in order to store and produce the numbers that were dialed by the "Aspect" dialing system, including the calls at issue to Plaintiff's cellular telephone number. As such, the "Aspect" dialing system possessed at all material times the inherent and present capacity to operate as an ATDS as defined by the TCPA, and also had the capacity to function as a "predictive dialer." Moreover, Ocwen has stipulated to Courts in Florida, including during a trial involving similar violations of the TCPA, that its "Aspect" dialing system is objectively an autodialer as defined by the TCPA.¹

¹ See Exhibit "A" hereto, excerpt of trial transcript in Drew v. Ocwen, No. 8:14-cv-369-RAL-TGW (M.D. Fla. September 21, 2015), before the Honorable Richard A. Lazarra, p. 16:17 to 17:9.

18. During the eleven (11) year period prior to the filing of this Complaint, Defendant OCWEN placed hundreds of autodialed calls to Plaintiff on her aforementioned cellular telephone number.²

19. The calls at issue from OCWEN continued into the four (4) year period prior to the filing of this Complaint. Additionally, the statute of limitations under the TCPA was tolled prior to Plaintiff timely opting out of the settlement class in a certified class action case filed in the Northern District of Illinois, Snyder v. Ocwen Loan Servicing, LLC, Civ. No.14-08461 (N.D. Ill. 2017), in which Plaintiff was at all times a member of the defined settlement class, pursuant to American Pipe & Construction Co. v. Utah, 414 U.S. 538 (1974). See also Shelly Christianson v. Ocwen Loan Servicing, LLC, No: 0:17-cv-1525, 2018 WL 4283577, at *1 (D. Minn. Sept. 7, 2018). As such, any calls that were initiated by Defendant to Plaintiff's aforementioned cellular telephone number after October 27, 2010 are subject to liability under the TCPA. A copy of Plaintiff's opt-out letter is attached hereto as Exhibit "B," and a copy of the Declaration of the Settlement Administrator in the Snyder action, attaching the list of individuals excluded from the Snyder class, which includes Plaintiff's name, is attached hereto as Exhibit "C."

20. That Defendant OCWEN used an "automatic telephone dialing system" to place the calls at issue is further evidenced by the fact that on at least some of the answered calls, Plaintiff was greeted by a long pause of unnatural silence and/or an audible click/beep prior to a live representative joining the line. These are telltale signs of an automated telephone dialing system.

² Additionally, the statute of limitations under the TCPA was tolled prior to Plaintiff opting out of the settlement class in a certified class action case filed in the Northern District of Illinois, Snyder v. Ocwen Loan Servicing, LLC, Civ. No.14-08461 (N.D. Ill. 2017), pursuant to American Pipe & Construction Co. v. Utah, 414 U.S. 538 (1974). See also Shelly Christianson v. Ocwen Loan Servicing, LLC, No: 0:17-cv-1525, 2018 WL 4283577, at *1 (D. Minn. Sept. 7, 2018). As such, any calls that were initiated by Defendant to Plaintiff's aforementioned cellular telephone number after October 27, 2010 are subject to liability under the TCPA.

21. Defendant OCWEN initiated each of the calls at issue to Plaintiff's aforementioned cellular telephone number without the "prior express consent" of Plaintiff as specified by the TCPA, 47 U.S.C. § 227(b)(1)(A).

22. Alternatively, Defendant OCWEN initiated each of the calls at issue to Plaintiff's aforementioned cellular telephone number subsequent to Plaintiff's revocation of any "prior express consent" Plaintiff may have previously provided to Defendant OCWEN, or that OCWEN mistakenly believed it had.

23. Each of Defendant's unwanted robocalls occupied Plaintiff's cellular telephone line, even when the call was not answered, rendering the line unavailable for Plaintiff to place outbound calls and creating a material safety risk by making the line unavailable for emergency use. Plaintiff considered Defendant's campaign of unwanted robocalls to be intrusive, harassing and an invasion of her right to privacy.

24. Additionally, none of the telephone calls at issue were placed by Defendant OCWEN to Plaintiff's aforementioned cellular telephone number for "emergency purposes" as specified by the TCPA, 47 U.S.C. §227 (b)(1)(A).

25. Defendant OCWEN consents of and has knowledge and control of the collection activities of its agents and representatives, including supervisors, managers, affiliates, subsidiaries, divisions, employees, servants, partners, agents, vendors, assignees, transferees, collectors and/or contractors with respect to the collection activity alleged herein.

26. Defendant OCWEN has a corporate policy of using an automatic telephone dialing system and/or a pre-recorded or artificial voice message, just as it did when initiating the calls at issue to the Plaintiff's cellular telephone number, as described herein.

27. Defendant OCWEN willfully and/or knowingly violated the TCPA with respect to the Plaintiff.

28. Despite having actual knowledge of its wrongdoing, Defendant OCWEN continued the campaign of harassment and abuse.

29. Defendant OCWEN'S corporate policy is structured to continue to call individuals like the Plaintiff, despite its lack of consent to place the calls, and despite the called parties' requests that OCWEN stop calling.

30. Defendant OCWEN'S corporate policy provided no means for the Plaintiff to have her number removed from the call list.

31. Defendant OCWEN followed its corporate policies when attempting to communicate with the Plaintiff in an effort to collect the alleged debt described herein.

32. Defendant OCWEN has been the recipient of numerous complaints from debtors, alleged debtors, and non-debtors across the country, similar to those alleged in this action by Plaintiff.

33. Defendant OCWEN has or should be in possession and/or control of call logs, account notes, auto dialer reports and other records that detail the exact number of calls made to Plaintiff over the course of the relevant time period.

34. As a direct and proximate result of Defendant's acts or omissions, as set forth herein, Plaintiff has suffered compensatory, statutory and actual damages in the form of emotional distress, anxiety, fear, worry, embarrassment and mental suffering, pain, anguish, and loss of capacity for the enjoyment of life.

35. All conditions precedent to the filing of this action have occurred or have otherwise been waived.

COUNT I

VIOLATION OF THE TCPA AGAINST OCWEN

36. Plaintiff re-alleges and incorporates by reference the allegations of Paragraphs (1) through (35), as if fully set forth herein, and further alleges as follows:

37. None of the calls at issue were placed by Defendant OCWEN to Plaintiff's aforementioned cellular telephone number with the "prior express consent" of Plaintiff, as specified by the TCPA, 47 U.S.C. § 227(b)(1)(A).

38. Alternatively, Plaintiff revoked any "prior express consent" Defendant OCWEN had or mistakenly believed it had by verbally instructing Defendant to stop placing calls to her cellular telephone number.

39. Additionally, none of the calls at issue were placed by Defendant OCWEN to Plaintiff's cellular telephone number for "emergency purposes" as specified by the TCPA, 47 U.S.C. §227 (b)(1)(A).

40. Defendant OCWEN willfully and/or knowingly violated the TCPA with respect to Plaintiff MARY WILLIAMSON by repeatedly placing non-emergency calls to Plaintiff's aforementioned cellular telephone number using an automatic telephone dialing system and/or prerecorded or artificial voice message without Plaintiff's prior express consent, and after Plaintiff instructed Defendant to cease calling, as specifically prohibited by the TCPA, 47 U.S.C. §227(b)(1)(A)(iii).

41. The TCPA provides Plaintiff with a private right of action against Defendant OCWEN for its violations of the TCPA, as described herein, pursuant to 47 U.S.C.A. § 227(b)(3), and permits both injunctive relief and recovery of statutory damages.

WHEREFORE, Plaintiff MARY WILLIAMSON respectfully demands judgment against Defendant OCWEN for statutory damages, actual damages, costs, interest, an injunction from further violations of these parts, and for such other relief as this Court deems just and proper.

DEMAND FOR JURY TRIAL

Plaintiff demands a trial by jury of all issues so triable.

Respectfully submitted,

/s/David P. Mitchell

David P. Mitchell, Esq.

Florida Bar No. 067249

MANEY & GORDON, P.A.

101 East Kennedy Blvd., Suite 1700

Tampa, Florida 33602

Telephone: (813) 221-1366

Fax: (813) 223-5920

David@MitchellConsumerLaw.com

Counsel for Plaintiff

CIVIL COVER SHEET

JS 44 (Rev. 06/17) FLSD Revised 06/01/2017

The JS 44 civil cover sheet and the information contained herein neither replace nor supplement the filing and service of pleadings or other papers as required by law, except as provided by local rules of court. This form, approved by the Judicial Conference of the United States in September 1974, is required for the use of the Clerk of Court for the purpose of initiating the civil docket sheet. (SEE INSTRUCTIONS ON NEXT PAGE OF THIS FORM) NOTICE: Attorneys MUST Indicate All Re-filed Cases Below.

I. (a) PLAINTIFFS

MARY WILLIAMSON

DEFENDANTS

OCWEN LOAN SERVICING, LLC

(b) County of Residence of First Listed Plaintiff Philadelphia County, PA (EXCEPT IN U.S. PLAINTIFF CASES)

County of Residence of First Listed Defendant (IN U.S. PLAINTIFF CASES ONLY)

NOTE IN LAND CONDEMNATION CASES, USE THE LOCATION OF THE TRACT OF LAND INVOLVED

(c) Attorneys (Firm Name, Address, and Telephone Number)

Attorneys (If Known)

David P. Mitchell, Esquire, Maney & Gordon, P.A., 101 E. Kennedy Blvd., Suite 1700, Tampa, Florida 33602 Tele: 813-221-1366

(d) Check County Where Action Arose [] MIAMI-DADE [] MONROE [] BROWARD [x] PALM BEACH [] MARTIN [] ST. LUCIE [] INDIAN RIVER [] OKEECHOBEE [] HIGHLANDS

II. BASIS OF JURISDICTION (Place an "X" in One Box Only)

III. CITIZENSHIP OF PRINCIPAL PARTIES (Place an "X" in One Box for Plaintiff and One Box for Defendant)

- 1 U.S. Government Plaintiff Federal Question (U.S. Government Not a Party)
2 U.S. Government Defendant Diversity (Indicate Citizenship of Parties in Item III)

- Citizen of This State Citizen of Another State Citizen or Subject of a Foreign Country
Incorporated or Principal Place of Business In This State Incorporated and Principal Place of Business In Another State Foreign Nation

IV. NATURE OF SUIT (Place an "X" in One Box Only)

CONTRACT TORTS REAL PROPERTY CIVIL RIGHTS
PERSONAL INJURY PERSONAL INJURY
LABOR FORFEITURE/PENALTY LABOR IMMIGRATION
BANKRUPTCY OTHER STATUTES SOCIAL SECURITY FEDERAL TAX SUITS

V. ORIGIN

- 1 Original Proceeding 2 Removed from State Court 3 Re-filed (See VI below) 4 Reinstated or Reopened 5 Transferred from another district (specify) 6 Multidistrict Litigation Transfer 7 Appeal to District Judge from Magistrate Judgment 8 Multidistrict Litigation - Direct File 9 Remanded from Appellate Court

VI. RELATED/ RE-FILED CASE(S)

(See instructions) a) Re-filed Case [] YES [x] NO b) Related Cases [] YES [x] NO JUDGE: DOCKET NUMBER:

VII. CAUSE OF ACTION

Cite the U.S. Civil Statute under which you are filing and Write a Brief Statement of Cause (Do not cite jurisdictional statutes unless diversity): Illegal harassment of the Plaintiff by the Defendant in violation of 47 U.S.C. § 227, et seq.

LENGTH OF TRIAL via days estimated (for both sides to try entire case)

VIII. REQUESTED IN COMPLAINT:

CHECK IF THIS IS A CLASS ACTION UNDER F.R.C.P. 23 DEMAND \$ CHECK YES only if demanded in complaint JURY DEMAND: [x] Yes [] No

ABOVE INFORMATION IS TRUE & CORRECT TO THE BEST OF MY KNOWLEDGE

DATE April 11, 2019 SIGNATURE OF ATTORNEY OF RECORD

FOR OFFICE USE ONLY RECEIPT #

AMOUNT

IFP

JUDGE

MAG JUDGE

AO 440 (Rev. 06/12) Summons in a Civil Action

UNITED STATES DISTRICT COURT
for the
Southern District of Florida

MARY WILLIAMSON

Plaintiff(s)

v.

OCWEN LOAN SERVICING, LLC

Defendant(s)

Civil Action No.

SUMMONS IN A CIVIL ACTION

To: (Defendant's name and address)

Ocwen Loan Servicing, LLC
1661 Worthington Road
Suite 100
West Palm Beach, Florida 33409

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney, whose name and address are:

David P. Mitchell, Esquire
Maney & Gordon, P.A.
101 E. Kennedy Blvd, Suite 1700
Tampa, Florida 33602
Tele: 813-221-1366
David@Mitchellconsumerlaw.com

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

CLERK OF COURT

Date:

Signature of Clerk or Deputy Clerk

EXHIBIT “A”

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IN THE UNITED STATES DISTRICT COURT
MIDDLE DISTRICT OF FLORIDA
TAMPA DIVISION

ROLENA C. DREW, :
 :
Plaintiff, :
 :
 : CIVIL 8:14-cv-369-RAL-
vs. : NO.: TGW
 :
 : DATE: 9/21/2015
OCWEN LOAN SERVICING, :
LLC, : TIME: 9:30 a.m.
 :
Defendant. : PAGES: 1 - 199
----- :

TRANSCRIPT OF TRIAL DAY 1
BEFORE THE HONORABLE RICHARD A. LAZZARA
UNITED STATES DISTRICT JUDGE

Court Reporter: Lynann Nicely, RPR, RMR, CRR
Official Court Reporter
801 N. Florida Avenue
Suite 13B
Tampa, Florida 33602

Proceedings recorded and transcribed by computer-aided
stenography.

1 objections in it and so --

2 THE COURT: You all get together.

3 MR. MITCHELL: We will, Your Honor. We have
4 our expert, Randy Snyder, and also --

5 THE COURT: What's he going to testify to?

6 MR. GORDON: He's a telecommunications expert
7 on the TCPA and he's going to testify as to the
8 autodialing system, the number of calls that were
9 received, the policies and procedures that the
10 defendant uses and how the dialing system works,
11 when the dialing system was in place, various
12 other --

13 MR. HARRIS: Your Honor, to be frank, I'm
14 going to have some objections to the expert
15 testimony --

16 THE COURT: Such as?

17 MR. HARRIS: Well, the first one I would want
18 to know I would want to clarify from your summary
19 judgment order if you've already ruled that it's an
20 autodialer because what you say in your order is the
21 issues remaining for the jury are how many calls
22 there are.

23 THE COURT: Are you saying it's not an
24 autodialer?

25 MR. HARRIS: We're not stipulating that it's

1 an autodialer, but we're not going to put on any
2 evidence that it's not, so --

3 THE COURT: Well, either it is or it isn't.
4 Is it?

5 MR. HARRIS: Yeah, we think it is an
6 autodialer.

7 THE COURT: What do you mean you think?

8 MR. HARRIS: We'll stipulate that it's an
9 autodialer.

10 THE COURT: Do you need an expert now?

11 MR. MITCHELL: We do. He's also going to
12 testify to industry standards. And Your Honor, we
13 would submit that he should be -- we have an
14 opportunity to qualify him on these things and --

15 THE COURT: What else are you going --

16 MR. HARRIS: We have lengthy objections about
17 the scope of the testimony. I can make that full
18 motion now, but it's going to come down to the
19 original expert report in January was very, very
20 limited, and his affidavit we got in May has many
21 new opinions that were not present in the expert
22 report, it was after discovery --

23 THE COURT: What are his opinions? That you
24 violated industry standards?

25 MR. HARRIS: The opinions from the actual

EXHIBIT “B”

Date: February 26, 2018


Ocwen TCPA Settlement Administrator
P.O. Box 3775
Portland, OR 97208-3775

Re: Snyder, et al v. Ocwen Loan Servicing, LLC, No: 1:14-cv-08461 (N.D. Ill)

Name: Mary Williamson
Address: [REDACTED]
Philadelphia, PA 19120
Cell Phone Number(s): [REDACTED] 6805

Dear Settlement Administrator,

I hereby request that I, Mary Williamson, be excluded from the Settlement in Snyder, et al v. Ocwen Loan Servicing, LLC, No: 1:14-cv-08461 (N.D. Ill).

Signed: 

Print Name: Mary Williamson

EXHIBIT “C”

IN THE UNITED STATES DISTRICT COURT
FOR THE NORTHERN DISTRICT OF ILLINOIS
EASTERN DIVISION

KEITH SNYDER AND SUSAN
MANSANAREZ, INDIVIDUALLY AND ON
BEHALF OF ALL OTHERS SIMILARLY
SITUATED,

Plaintiffs

v.

OCWEN LOAN SERVICING, LLC,

Defendant.

TRACEE A. BEECROFT,
Plaintiff

v.

OCWEN LOAN SERVICING, LLC,
Defendant.

CONSOLIDATED NO. 1:14-cv-08461

Hon. Judge Matthew F. Kennelly

Case No. 1:16-cv-08677

**SUPPLEMENTAL DECLARATION OF MICHAEL R. O’CONNOR, ESQ.
REGARDING SETTLEMENT ADMINISTRATION**

I, MICHAEL R. O’CONNOR, ESQ., hereby declare and state as follows:

1. I am a Vice President at Epiq Class Actions & Claims Solutions, Inc. (“Epiq”) and a licensed attorney in Oregon. Prior to joining Epiq in 2010, I was an owner at the Garvey Schubert Barer law firm in Portland, Oregon, and was engaged in private practice for 13 years. I received my Juris Doctorate from the University of Oregon Law School in 1997 and my Bachelor of Arts degree from Yale University in 1994.

2. I previously submitted a declaration regarding Epiq’s settlement administration fees in this matter on or about April 13, 2018.

3. This declaration provides final information on requests for exclusion, claims filed, average payouts per claim and supplements the March 9, 2018 *Declaration of Cameron R. Azari, Esq., Regarding Notice Administration* (“Notice Declaration”). In the Notice Declaration, Mr. Azari detailed the successful implementation of the Notice Plan (notice successfully delivered to over 95% of known class members) and provided statistics on administration activity. Mr. Azari and I have been colleagues at Epiq for more than eight years, working closely together during that time.

4. The facts in this declaration are based on my personal knowledge, as well as information provided to me in the ordinary course of my business by my colleagues from Epiq responsible for this administration.

5. At the beginning of the administration process, Epiq received a list of 1,685,757 unique cellular numbers filed under seal as Exhibit G to the original settlement agreement (the “Class List”), which I understand was filed with the Court under seal. Epiq also received contact information for the Class List from data Ocwen provided to Epiq (the “Notice List”). In addition, Epiq conducted reverse lookups and used the National Change of Address (“NCOA”) database to find updated information for class members. Epiq initially mailed notice to 1,457,494 class members, and initially emailed notice to 1,014,821 class members. Epiq also mailed claim packages to class members who requested additional claim forms, and re-mailed mail notice to class members using updated information after claim packages were returned. Finally, Epiq maintained a Settlement Web Site where class members could download additional claim forms and obtain information about the case, established a toll-free number where class members could obtain additional information, and supplemented direct notice with targeted banner ads. The Notice Program was successful, reaching 95.1% of the Class List. The prior *Declaration of Cameron Azari, Esq.* (Dkt. 317) provides a more comprehensive discussion of Epiq’s Notice Program.

REQUESTS FOR EXCLUSION, AND OBJECTIONS RECEIVED

6. In total, Epiq received 379 complete and timely Requests for Exclusion. 125 of the Requests for Exclusion were submitted by Hyde & Swigart. In the Notice Declaration Epiq reported that as of March 9, 2018 we had received and processed 367 Requests for Exclusion. Since the deadline to submit requests was a postmark deadline (March 7, 2018) a small number of timely Exclusion Requests (12) were received and processed after the Notice Declaration was signed, for the total of 379. Epiq received a total of 178 late exclusions, 169 of which are known to have been submitted by Reuben Metcalf. The final report of Requests for Exclusion is attached as **Exhibit A**.

CLAIMS RECEIVED AND PROCESSED

7. Settlement Class Members could file Claims in one of two ways: (a) by mailing a written Claim Form with the required information to the Settlement Administrator; or (b) by completing an online Claim Form at the Settlement Website. The Notices instructed Settlement Class Members to file one Claim Form per potential cell number affected, up to a maximum of three. To submit more than one Claim Form (up to three), Settlement Class Members could download additional Claim Forms from the Settlement Website, request that Epiq mail additional Claim Forms by calling the toll-free number, or submit multiple online claims (if they were claiming more than one affected cell number was called).

8. For all filed Claims, Epiq was to match phone numbers identified on the claim form back to Exhibit G, the Class List. At the beginning of the administration process, Ocwen provided additional contact data (the "Notice List") to Epiq. I am told that the Notice List was created by Ocwen from its internal database. The Notice List contained comprehensive contact information concerning the phone numbers in Exhibit G. Epiq used the Notice List information to effectuate

Notice to the Class, as previously described above, and by Mr. Azari. While the Notice List included the cell numbers on the Class List, it also included additional contact phone numbers that were not included in the Class List and were only provided to assist in contacting potential Class Members.

9. During the initial Claims intake and matching process, Epiq incorrectly validated claims by matching Claim Form data to the phone numbers on the Notice List, inflating the number of complete and valid Claims reported in the Notice Declaration. Epiq's error made it so that a Claim could be treated as valid if it matched a number on the Notice List, even if it didn't match a number on the actual Class List. Subsequently, Epiq has re-processed all filed Claim Forms (both paper and online) and correctly matched the data within those forms to the Class List, Exhibit G.

10. As a result of this more recent analysis, the number of Claim Forms that Epiq has categorized as complete and valid is less than Epiq originally reported to the Court. In March 2018, Epiq reported 267,422 claims which were not duplicate submissions and were not withdrawn. Based on this number, Epiq reported a claim rate of 15.86%.

11. In total, Epiq has received 297,647 Claim Forms (182,068 via mail and 115,579 submitted electronically via the website). Of this amount, the number of **current complete and valid** claim forms is **212,165**. Epiq characterized a claim as **current complete and valid** if it was signed by the claimant and contained one cell phone number matching a cell phone number on the Class List.

12. Based on discussions with Class Counsel, I understand that if the Court awards the requested attorneys' fees, costs, and incentive awards, and authorizes payment of Epiq's capped fee, a "Net Settlement Fund" in the amount of \$14,939,370 will be available to pay all claims. If the Net Settlement Fund is limited to the 212,165 **current complete and valid** claims, the per claim award is \$70.41 per claim. Because the settlement allows claims as to up to three phone

who did not receive calls from Ocwen, but received notice because of outdated information. Other **denied claims** may have been completed by individuals who received calls, but erroneously included the wrong numbers on the claim form. One way to determine which Claimants included wrong numbers is to send deficiency letters to those 52,709 individuals who submitted **denied claims** and offer them the opportunity to cure the error. If all **denied claims** are cured and included with the **current complete and valid, incomplete missing signature, and multiple cell claims**, the per claim award would be reduced to \$54.18.

16. Epiq also received 3,801 **late claims**, including 358 claims filed by Reuben Metcalfe. If **late claims** are included with the **current complete and valid, incomplete missing signature, multiple cell claims** and all **denied claims**, the per claim payout would be reduced to \$53.44.

17. Class members have withdrawn an additional 124 claims (**withdrawn claims**).

18. Epiq has denied 23,212 claims because they are duplicates (**duplicate claims**).

19. The per claim awards, as described above, are summarized as follows:

Item	Count	Per Claim Award
Complete and Valid Claims	212,165	\$70.41
Incomplete Missing Signature Claims	plus 5,401	\$68.66
Multiple Cell Claims	plus 5,436	\$66.99
Denied Claims	plus 52,709	\$54.18
Late Claims	plus 3,801	\$53.44
Total Claims Received	279,512	

I declare under penalty of perjury that the foregoing is true and correct and that this declaration was executed on January 14, 2019 in Washington, DC.


 Michael R. O'Connor

CERTIFICATE OF SERVICE

I, Beth E. Terrell, hereby certify that on January 14, 2019, I electronically filed the foregoing with the Clerk of the Court using the CM/ECF system which will send notification of such filing to the following:

Chethan G. Shetty
Email: cshetty@lockelord.com
Simon A. Fleischmann
Email: sfleischmann@lockelord.com
Thomas J. Cunningham
Email: tcunningham@lockelord.com
David F. Standa
Email: dstanda@lockelord.com
LOCKE LORD LLP
111 South Wacker Drive
Chicago, Illinois 60606
Telephone: (312) 443-0700
Facsimile: (312) 443-0336

Brian V. Otero, *Admitted Pro Hac Vice*
Email: botero@hunton.com
Stephen R. Blacklocks, *Admitted Pro Hac Vice*
Email: sblacklocks@hunton.com
Ryan A. Becker, *Admitted Pro Hac Vice*
Email: rbecker@hunton.com
HUNTON & WILLIAMS LLP
200 Park Avenue, Suite 52
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DATED this 14th day of January, 2019.

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- Exhibit A -

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
Complete Claims						
1	4398	900000300	TIMOTHY M PIERELLI	2/9/2018	2/26/2018	Complete
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6	31955	900000279	JEANINE A MERCER	2/15/2018	2/26/2018	Complete
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8	33592	900000009	JACQUELINE EZELL	11/30/2017	12/4/2017	Complete
9	39733	900000385	FARREL BEDDOME	2/23/2018	3/6/2018	Complete
10	45198	900000058	TAMARA L MOHR-JONES	12/28/2017	1/3/2018	Complete
11	66072	900000459	CHARLES E MEEKS	3/1/2018	3/8/2018	Complete
12	66314	900000386	MARTIN A O'MALLEY	3/1/2018	3/6/2018	Complete
13	80861	900000585	DONALD GORS	3/5/2018	3/12/2018	Complete
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15	91705	900000571	DIANA HAAS-NAVARRO	3/6/2018	3/12/2018	Complete
16	94963	900000208	JOANNE VEGA-GOMEZ	12/8/2017	2/12/2018	Complete
17	99360	900000214	MARGARET E ESPINOSA	11/29/2017	2/12/2018	Complete
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26	138945	900000433	WENDY PEARSON	3/3/2018	3/6/2018	Complete
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30	145887	900000123	JENNIFER K WALL	2/5/2018	2/7/2018	Complete
31	153586	900000199	SHAWN WAGENER	2/12/2018	2/12/2018	Complete
32	159511	900000148	LIBBY T POUR	1/12/2018	2/12/2018	Complete
33	164929	900000223	ROBERT N WALL	2/5/2018	2/7/2018	Complete
34	175816	900000301	DARCEL J KEYES	2/9/2018	2/26/2018	Complete
35	181228	900000064	MANUEL PEREZ	1/2/2018	1/5/2018	Complete
36	187185	900000222	ROSA S DICKENS	2/7/2018	2/15/2018	Complete
37	187206	900000460	VONSHANITA KILPATRICK	3/5/2018	3/8/2018	Complete
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39	193967	900000285	CARIDAD VERSALLES	12/21/2017	2/26/2018	Complete
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42	227523	900000288	MARLO SNERLING	2/22/2018	2/26/2018	Complete
43	227543	900000205	CHARLES LATUNDE	2/12/2018	2/12/2018	Complete
44	227586	900000216	RONALD O HICKMAN	1/5/2018	2/12/2018	Complete
45	227616	900000328	WILLIE E BOWDEN	2/22/2018	3/1/2018	Complete

Exhibit A

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63	297237	900000387	RODNEY PATE	1/10/2018	3/6/2018	Complete
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82	474299	900000412	HAYLIE LAURIDSEN	3/3/2018	3/6/2018	Complete
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91	500579	900000353	DONNA M PAONESSA	2/26/2018	3/2/2018	Complete

Exhibit A

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137	732300	900000186	MICHAEL G WYNTER	2/12/2018	2/12/2018	Complete

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148	776641	900000352	JAMAL SIMAJ	2/26/2018	3/1/2018	Complete
149	783907	900000420	DEBRA A PICURI	3/3/2018	3/6/2018	Complete
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160	843721	900000042	JASON A GROGAN	11/20/2017	12/26/2017	Complete
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164	858087	900000159	JONATHAN CODY	2/12/2018	2/12/2018	Complete
165	877596	900000140	JOSEPH D IZHAKPOR	1/22/2018	2/12/2018	Complete
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Exhibit A

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187	1008543	900000432	JASON J WAGHER SR	3/3/2018	3/6/2018	Complete
188	1008544	900000431	DIANA M WAGHER	3/3/2018	3/6/2018	Complete
189	1012886	900000469	KEVIN J MCNAMARA	3/5/2018	3/8/2018	Complete
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192	1031327	900000005	JOEL JONES	11/22/2017	11/27/2017	Complete
193	1032814	900000375	JOHN W JACKSON	3/1/2018	3/5/2018	Complete
194	1038518	900000588	ZACHARIAH C MANNING	2/1/2018	3/30/2018	Complete
195	1039638	900000184	SHELLY D WILLIAMS	2/12/2018	2/12/2018	Complete
196	1044648	900000227	CYNTHIA E UNDERWOOD	2/12/2018	2/16/2018	Complete
197	1055368	900000045	GREGORY DUTKA	11/28/2017	12/26/2017	Complete
198	1060530	900000099	SANTOS ORTEZ	1/26/2018	1/26/2018	Complete
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212	1143515	900000289	WILLIE E BOWDEN	2/22/2018	2/26/2018	Complete
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215	1170313	900000026	RALPH SCHIANO	12/6/2017	12/12/2017	Complete
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219	1184505	900000063	ANNA M MATHESON	1/2/2018	1/5/2018	Complete
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222	1195595	900000161	THEODORE C PHILLIPS	2/12/2018	2/12/2018	Complete
223	1198577	900000061	JOHN G HOLLOWAY	1/2/2018	1/5/2018	Complete
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226	1215109	900000100	SHANE E MURPHY	1/23/2018	1/26/2018	Complete
227	1240526	900000341	MARTHA JACKSON	2/26/2018	3/1/2018	Complete
228	1251536	900000369	DONNA M JACKSON	2/27/2018	3/5/2018	Complete
229	1261183	900000478	CHRISTOPHER A WYATT	3/5/2018	3/9/2018	Complete

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
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231	1261261	900000248	JACQUELINE PRUZAN	12/2/2017	2/12/2018	Complete
232	1266235	900000428	CHARLES H ZIEGLER	3/3/2018	3/6/2018	Complete
233	1266585	900000482	KAREN J MCNAMARA	3/5/2018	3/8/2018	Complete
234	1266607	900000473	LOIS CONWELL	2/27/2018	3/8/2018	Complete
235	1271584	900000211	JOSE PINILLA	12/11/2017	2/12/2018	Complete
236	1286043	900000105	ANTHONY J LASPINA JR	1/25/2018	1/29/2018	Complete
237	1287009	900000039	NICHOLAS W BAIR	12/17/2017	12/21/2017	Complete
238	1287364	900000230	JANELLE M GEPHART	2/12/2018	2/16/2018	Complete
239	1287938	900000166	PAUL CZAPIGA	2/12/2018	2/12/2018	Complete
240	1291963	900000185	ERIC WILLIAMSON	2/12/2018	2/12/2018	Complete
241	1295836	900000024	CLYDE M COLLINS JR	12/2/2017	12/11/2017	Complete
242	1297361	900000152	RICHARD QUINONES	11/27/2017	2/15/2018	Complete
243	1298275	900000262	MICHAEL R SANCHEZ	2/21/2018	2/27/2018	Complete
244	1299401	900000142	JUANA G SILVA	12/1/2017	2/12/2018	Complete
245	1303073	900000121	FELECIA ALLEN	1/31/2018	2/5/2018	Complete
246	1323354	900000440	DWIGHT A JONES	3/5/2018	3/8/2018	Complete
247	1335123	900000078	JEFFERY BEATTY	1/7/2018	1/15/2018	Complete
248	1335124	900000079	HEATHER BEATTY	1/10/2018	1/15/2018	Complete
249	1342301	900000154	ELIZABETH BRANDT	1/29/2018	2/12/2018	Complete
250	1349098	900000182	BONNIE WILLIAMS	2/12/2018	2/12/2018	Complete
251	1356147	900000245	ESTATE OF VERTIS RANOLPH ZEIGLER SR	2/17/2018	2/22/2018	Complete
252	1364937	900000096	MICHAEL L RAGSDALE	1/19/2018	1/23/2018	Complete
253	1367134	900000085	BYRON K LOVE	1/6/2018	1/11/2018	Complete
254	1370127	900000074	HOWARD CARABALLO	1/10/2018	1/15/2018	Complete
255	1376953	900000454	LISA LABEL	3/4/2018	3/8/2018	Complete
256	1378512	900000379	WENDY J HAGEN	2/20/2018	3/6/2018	Complete
257	1383830	900000195	ERIC KNIGHT	2/12/2018	2/12/2018	Complete
258	1383846	900000109	PHILLIP SCOTT	1/22/2018	1/29/2018	Complete
259	1395959	900000231	NANCY R BROWN	2/8/2018	2/16/2018	Complete
260	1397853	900000092	RICHARD MCMILLEN	1/18/2018	1/22/2018	Complete
261	1400280	900000419	MARY E WILLIAMSON	3/3/2018	3/6/2018	Complete
262	1410506	900000052	GORDON R DALZIEL	12/29/2017	1/3/2018	Complete
263	1412588	900000068	LISA A HOYT	1/8/2018	1/10/2018	Complete
264	1416081	900000076	NAPOLEON HECK	1/13/2018	1/15/2018	Complete
265	1421154	900000351	RODNEY MCINTOSH	2/26/2018	3/1/2018	Complete
266	1443729	900000371	MARK MCKEON	3/1/2018	3/5/2018	Complete
267	1449144	900000015	DOMINIC M PONTELLO	11/29/2017	12/4/2017	Complete
268	1478364	900000292	MOISES AGUILLAR	2/19/2018	2/26/2018	Complete
269	1491978	900000200	JASON L CHRISTIANSON	2/12/2018	2/12/2018	Complete
270	1497285	900000035	RASHEEMAH DAWSEY	12/11/2017	12/18/2017	Complete
271	1497667	900000014	THOMAS C BEEZLEY	11/29/2017	12/4/2017	Complete
272	1497726	900000018	SANJUANA ROMO TREVINO	12/4/2017	12/7/2017	Complete
273	1497745	900000022	LYNN FEGADEL	12/7/2017	12/11/2017	Complete
274	1497782	900000028	TAEMY OH	12/15/2017	12/15/2017	Complete
275	1497945	900000002	KATHLEEN WATKINS	11/17/2017	11/21/2017	Complete

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
276	1498622	900000075	BRIAN COSTELLO	1/10/2018	1/15/2018	Complete
277	1498927	900000050	MICHAEL C WOOD	12/28/2017	1/3/2018	Complete
278	1498928	900000051	WESLEY BITTNER	12/29/2017	1/3/2018	Complete
279	1498929	900000053	JULIE BITTNER	12/29/2017	1/3/2018	Complete
280	1498930	900000070	THERESA PEREZ	1/2/2018	1/5/2018	Complete
281	1499098	900000069	JEFFREY HOYT	1/8/2018	1/10/2018	Complete
282	1499481	900000084	JAMES BROWN	1/11/2018	1/16/2018	Complete
283	1499538	900000094	JOHN MCCROSSAN	1/18/2018	1/22/2018	Complete
284	1499539	900000098	DAWN ANDERSON	12/19/2017	1/22/2018	Complete
285	1499684	900000103	ROBYN R BENNETTE	1/26/2018	1/29/2018	Complete
286	1499685	900000111	RICK SINGLETON	1/22/2018	1/29/2018	Complete
287	1499714	900000113	SAM G JE	1/30/2018	2/2/2018	Complete
288	1499749	900000228	JOSEPH BELANO	2/12/2018	2/16/2018	Complete
289	1499756	900000118	JEFFREY HEARD	1/22/2018	2/5/2018	Complete
290	1499757	900000119	WALTER O MELVIN	1/26/2018	2/5/2018	Complete
291	1499758	900000124	CECIL THOMAS	2/5/2018	2/7/2018	Complete
292	1499828	900000278	JOSEPH MAXWELL	11/29/2017	2/26/2018	Complete
293	1499865	900000168	LAURA EDWARDS	2/12/2018	2/12/2018	Complete
294	1499866	900000169	TIKI FOSTER	2/12/2018	2/12/2018	Complete
295	1499867	900000172	CARLOS LEDO	2/12/2018	2/12/2018	Complete
296	1499868	900000174	DONALEE NOBLES	2/12/2018	2/12/2018	Complete
297	1499869	900000175	CARMEN PAGANI	2/12/2018	2/12/2018	Complete
298	1499870	900000176	CONSTANCE PICKENS	2/12/2018	2/12/2018	Complete
299	1499871	900000129	CANDACE HILL	2/7/2018	2/12/2018	Complete
300	1499872	900000130	LORI STAFFORD JONES	2/7/2018	2/12/2018	Complete
301	1499873	900000179	REBECCA SANDERS	2/12/2018	2/12/2018	Complete
302	1499875	900000181	LAWRENCE L TATRO	2/12/2018	2/12/2018	Complete
303	1499876	900000134	ALICE JONES	11/27/2017	2/12/2018	Complete
304	1499877	900000137	GREGORY FRANKLIN	11/28/2017	2/12/2018	Complete
305	1499878	900000138	GREG MONTEGNA	11/27/2017	2/12/2018	Complete
306	1499879	900000139	JAQUELINE SELBY	11/27/2017	2/12/2018	Complete
307	1499880	900000194	BARBARA DEJONGHE	2/12/2018	2/12/2018	Complete
308	1499881	900000249	SHELLY CHRISTIANSON	11/29/2017	2/12/2018	Complete
309	1499882	900000201	ADRIAN CODARCO	2/12/2018	2/12/2018	Complete
310	1499883	900000145	IVELISSE QUINONES	12/8/2017	2/12/2018	Complete
311	1499884	900000150	MIRELLA COVARRUBIAS	11/27/2017	2/12/2018	Complete
312	1499885	900000151	PAUL GARCIA	12/1/2017	2/12/2018	Complete
313	1499886	900000157	THERESA PROWLTY	12/4/2017	2/12/2018	Complete
314	1499887	900000209	JOHN L RODRIGUEZ	11/29/2017	2/15/2018	Complete
315	1499888	900000210	JOSE CASTILLO	1/4/2018	2/12/2018	Complete
316	1499889	900000212	LAURA VILLALOBOS	12/6/2017	2/12/2018	Complete
317	1499890	900000213	LYNNE E GRIBBEN	2/9/2018	2/12/2018	Complete
318	1499891	900000218	TAMEE CASEY	12/11/2017	2/12/2018	Complete
319	1499892	900000219	TZADDI MEIS	12/1/2017	2/12/2018	Complete
320	1499893	900000221	WILLIAM MIX	1/3/2018	2/12/2018	Complete
321	1499916	900000203	BARBARA PINILLA	2/12/2018	2/12/2018	Complete

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
322	1499973	900000224	AUDREY E REED BASTISTE	2/12/2018	2/16/2018	Complete
323	1499974	900000226	RACHELE ROSS	2/12/2018	2/16/2018	Complete
324	1499975	900000229	GEOFFREY GEPHART	2/12/2018	2/16/2018	Complete
325	1500170	900000251	MICHAEL KINARD	2/19/2018	2/22/2018	Complete
326	1500252	900000260	RICHARD YEAGER	2/21/2018	2/27/2018	Complete
327	1500253	900000263	LISA SANCHEZ	2/20/2018	2/27/2018	Complete
328	1500265	900000271	JOHN AGUILERA	1/4/2018	2/26/2018	Complete
329	1500267	900000272	CLIFTON BOATWRIGHT	11/28/2017	2/26/2018	Complete
330	1500268	900000280	KATHRYN PARKER	11/15/2017	2/26/2018	Complete
331	1500269	900000307	ERIKA GARCIA	2/24/2018	2/27/2018	Complete
332	1500270	900000282	LARRY YAROW	11/16/2017	2/26/2018	Complete
333	1500271	900000286	RACHELLE WAKEFIELD	11/29/2017	2/26/2018	Complete
334	1500272	900000287	SANDRA MOGG	2/19/2018	2/26/2018	Complete
335	1500273	900000294	CARLA CUTTER	2/7/2018	2/26/2018	Complete
336	1500274	900000296	MARK LEEDER	2/12/2018	2/26/2018	Complete
337	1500275	900000298	TODD C BURNETT	2/12/2018	2/26/2018	Complete
338	1500319	900000342	SHAUN HITE	2/26/2018	3/1/2018	Complete
339	1500320	900000346	SUSAN J SCOPPETTONE	2/26/2018	3/1/2018	Complete
340	1500321	900000347	GEORGE DEITZ	2/26/2018	3/1/2018	Complete
341	1500347	900000361	RICHARD B AMON	2/23/2018	3/2/2018	Complete
342	1500349	900000366	DARLENE COLEMAN	2/27/2018	3/5/2018	Complete
343	1500350	900000367	BARBARA GRIFFIN	2/27/2018	3/5/2018	Complete
344	1500352	900000373	SUSAN SCOTT	2/28/2018	3/5/2018	Complete
345	1500353	900000439	WILLIAM W SHEPPARD	3/1/2018	3/5/2018	Complete
346	1500368	900000406	ALBERTE ALEXIS	3/2/2018	3/6/2018	Complete
347	1500369	900000407	JAMES SIRMONS	3/2/2018	3/6/2018	Complete
348	1500370	900000377	BLAIR ODLE	2/19/2018	3/6/2018	Complete
349	1500371	900000383	DIANE VILLENEUVE	2/27/2018	3/6/2018	Complete
350	1500372	900000408	JUDI HIMES	3/3/2018	3/6/2018	Complete
351	1500373	900000390	MARSHALL S WHITE	3/1/2018	3/6/2018	Complete
352	1500374	900000409	SHARON BILLUPS	3/2/2018	3/6/2018	Complete
353	1500375	900000411	ELIZABETH STANDISH	3/2/2018	3/6/2018	Complete
354	1500376	900000413	KATHERINE JUPIN	3/3/2018	3/6/2018	Complete
355	1500377	900000414	MARIE JUPIN-SCARBOROUGH	3/3/2018	3/6/2018	Complete
356	1500378	900000415	VICTORIA M JUPIN	3/3/2018	3/6/2018	Complete
357	1500379	900000416	LOUIS DIFRANCO	3/3/2018	3/6/2018	Complete
358	1500380	900000401	WILFRID MONTROSE	2/27/2018	3/6/2018	Complete
359	1500381	900000405	JAMES BEEKMAN	3/2/2018	3/6/2018	Complete
360	1500382	900000425	JAMES LATTANZIO	3/3/2018	3/6/2018	Complete
361	1500383	900000426	LILLIE LATTANZIO	3/3/2018	3/6/2018	Complete
362	1500384	900000429	DAWN ZEHNER	3/3/2018	3/6/2018	Complete
363	1500385	900000430	COY EVANS	3/3/2018	3/6/2018	Complete
364	1500389	900000437	MARK ATHANASIA	3/3/2018	3/7/2018	Complete
365	1500401	900000441	BRANDON NEIBURG	3/5/2018	3/8/2018	Complete
366	1500402	900000443	CARLO M	3/5/2018	3/8/2018	Complete
367	1500403	900000450	JEREMY BELICH	3/3/2018	3/8/2018	Complete

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
368	1500404	900000451	LEONARD ANDERSON	1/25/2018	3/8/2018	Complete
369	1500405	900000452	GEORGE DE LA ROSA	3/2/2018	3/8/2018	Complete
370	1500406	900000453	ALONZO FRASER	3/5/2018	3/8/2018	Complete
371	1500407	900000456	CARY T FAISON JR	2/28/2018	3/8/2018	Complete
372	1500408	900000457	JOSE VALLADARES	3/5/2018	3/8/2018	Complete
373	1500409	900000463	SUZANNE ZOMPER CLINE	3/1/2018	3/8/2018	Complete
374	1500410	900000464	STACEY CLINE	3/5/2018	3/8/2018	Complete
375	1500411	900000465	MARIA MARTINEZ	3/5/2018	3/8/2018	Complete
376	1500412	900000466	MIRNA CASTO-GALO	3/5/2018	3/8/2018	Complete
377	1500419	900000481	OTTO BARBOUR	3/5/2018	3/9/2018	Complete
378	1500470	900000564	CARSON EZATI	3/5/2018	3/13/2018	Complete
379	1500471	900000569	DANIEL PIZZUTO	3/1/2018	3/13/2018	Complete

Late Claims

1	22919	900000692	KIMMY M BINNEY	4/14/2018	4/16/2018	Late
2	28560	900000556	CURLEN CRUMP	3/9/2018	3/12/2018	Late
3	64355	900000696	MARY A PENNINE	4/14/2018	4/16/2018	Late
4	66783	900000517	SUZANNE F HOMRIGHAUSEN	3/9/2018	3/12/2018	Late
5	68087	900000706	BECKY J JOHNSON	4/14/2018	4/16/2018	Late
6	72081	900000672	MONTE KUNTZ	4/14/2018	4/16/2018	Late
7	75925	900000555	ANDREIA CUEVAS	3/9/2018	3/12/2018	Late
8	92547	900000547	WOLFGANG B NEUMAYER	3/9/2018	3/13/2018	Late
9	103637	900000546	LAURIE A EARL	3/9/2018	3/12/2018	Late
10	122434	900000741	SANDRA F THOMPSON	4/14/2018	4/16/2018	Late
11	135093	900000545	JEFFERY L MYERS	3/9/2018	3/12/2018	Late
12	145969	900000587	JAMES J SWEENEY	3/26/2018	3/30/2018	Late
13	151831	900000526	CINDY L SCHMIDT	3/9/2018	3/12/2018	Late
14	173262	900000506	MICHAEL J HAAS	3/9/2018	3/12/2018	Late
15	189955	900000514	JEFFREY L BAKER	3/9/2018	3/12/2018	Late
16	210058	900000581	RAYMOND E ARESHENKO	3/16/2018	3/19/2018	Late
17	233021	900000503	WILLIAM J KOMLOSE	3/9/2018	3/12/2018	Late
18	252139	900000536	DANIEL W DUHAMELL	3/9/2018	3/12/2018	Late
19	270202	900000511	JOSEPH W FERGUSON	3/9/2018	3/12/2018	Late
20	283605	900000746	PRISCILLA A MCCULLOUGH	4/14/2018	4/16/2018	Late
21	289410	900000668	MARIANNE NICHOLS	4/14/2018	4/16/2018	Late
22	296693	900000695	NANCY WYER	4/14/2018	4/16/2018	Late
23	331222	900000690	TAMMY Y MOORE	4/14/2018	4/16/2018	Late
24	345459	900000689	GREGORY WINTERS	4/14/2018	4/16/2018	Late
25	368129	900000549	ESTATE OF DAVID CARL BASS	3/9/2018	3/12/2018	Late
26	374966	900000704	SHERRIE A HOLTBY	4/14/2018	4/16/2018	Late
27	393340	900000667	RONNIE M WIGLEY	4/14/2018	4/16/2018	Late
28	394141	900000529	JOHNETTE E TRIPP	3/9/2018	3/12/2018	Late
29	395288	900000509	BARBARA B HATFIELD	3/9/2018	3/12/2018	Late
30	397353	900000749	JO D LOPEZ	4/14/2018	4/16/2018	Late
31	408398	900000755	LEONARDO ALONGI	4/12/2018	4/16/2018	Late
32	408399	900000754	MICHELLE P ALONGI	4/12/2018	4/16/2018	Late

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
33	414764	900000698	JAMIE L GALDI	4/14/2018	4/16/2018	Late
34	416647	900000700	MELISSA C GRAHAM	4/14/2018	4/16/2018	Late
35	426071	900000533	PATRICIA A SEEBER	3/9/2018	3/12/2018	Late
36	426082	900000550	DEANNA FORD	3/9/2018	3/12/2018	Late
37	427788	900000688	GLEN E ELLIOTT	4/14/2018	4/16/2018	Late
38	432370	900000708	MATTHEW MASIAS	4/14/2018	4/16/2018	Late
39	438970	900000726	TERRI L POWELL	4/14/2018	4/16/2018	Late
40	439688	900000502	DIANA ENGESZER	3/9/2018	3/12/2018	Late
41	453430	900000729	DERRICK TERRELL	4/14/2018	4/16/2018	Late
42	457584	900000691	SHEILA WEBB	4/14/2018	4/16/2018	Late
43	466071	900000710	GEORGE D LEWIS	4/14/2018	4/16/2018	Late
44	471576	900000757	BRIAN C LAMETTO	6/14/2018	6/18/2018	Late
45	479820	900000484	STEVEN M HERSHKOWITZ	3/9/2018	3/12/2018	Late
46	482519	900000717	WENDY A LOVE OHMS	4/14/2018	4/16/2018	Late
47	488809	900000515	PHYLLIS L CUBIC	3/9/2018	3/12/2018	Late
48	494843	900000513	HERBERT F LOVE	3/9/2018	3/12/2018	Late
49	499490	900000671	RONALD E MCINTYRE	4/14/2018	4/16/2018	Late
50	508991	900000510	ESTATE OF KERMIT E POLING	3/9/2018	3/12/2018	Late
51	516532	900000682	MARK C DONOHUE JR	4/14/2018	4/16/2018	Late
52	532412	900000542	BRIAN K BLAIR	3/9/2018	3/12/2018	Late
53	542704	900000584	THOMAS N MUNGIA	3/14/2018	3/20/2018	Late
54	567018	900000721	RICHARD L STOGSDILL	4/14/2018	4/16/2018	Late
55	569482	900000725	SANDRA L MARKWALD	4/14/2018	4/16/2018	Late
56	578773	900000582	MARCIA D WILLIS	3/14/2018	3/19/2018	Late
57	588023	900000539	GEORGE PRIMOV	3/9/2018	3/12/2018	Late
58	626196	900000579	MARC D BEAUMONT	3/15/2018	3/19/2018	Late
59	628582	900000756	CHARLES A CALIA	4/18/2018	4/20/2018	Late
60	644529	900000750	JOSEPH D SINGLETON	4/14/2018	4/16/2018	Late
61	669398	900000522	LYNN M BOLDENOW	3/9/2018	3/12/2018	Late
62	669977	900000496	PATRICIA D HUDSPETH	3/9/2018	3/12/2018	Late
63	674014	900000675	TROYE WAGNONE	4/14/2018	4/16/2018	Late
64	685583	900000712	VALERIE L HAMPTON	4/14/2018	4/16/2018	Late
65	694001	900000697	THEOHARIS LEKAS	4/14/2018	4/16/2018	Late
66	695693	900000561	BONITA BYNUM	3/9/2018	3/12/2018	Late
67	710279	900000709	ELIZABETH MINK	4/14/2018	4/16/2018	Late
68	725984	900000562	RUNELLE MAGEE	3/9/2018	3/12/2018	Late
69	734531	900000610	JUANITA WILLIAMS	4/14/2018	4/16/2018	Late
70	766346	900000669	SHELLY SCOTT	4/14/2018	4/16/2018	Late
71	787698	900000492	CARL L BATTERTON	3/9/2018	3/12/2018	Late
72	810948	900000685	JOE C BUNTING	4/14/2018	4/16/2018	Late
73	814080	900000716	LISA D JAMES	4/14/2018	4/16/2018	Late
74	823650	900000732	LORI M MULLINAX	4/14/2018	4/16/2018	Late
75	825686	900000751	HENRY D LEE	4/14/2018	4/16/2018	Late
76	834200	900000677	MELVIN DUBOSE	4/14/2018	4/16/2018	Late
77	836395	900000512	LUIS H RIVAS	3/9/2018	3/12/2018	Late
78	847020	900000707	BEATRICE L STERRETT	4/14/2018	4/16/2018	Late

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
79	851940	900000490	LEE A VINDASIUS	3/9/2018	3/12/2018	Late
80	865892	900000538	KIMBERLY A SHORTS	3/9/2018	3/12/2018	Late
81	888878	900000736	DENISE M MARTALOCK	4/14/2018	4/16/2018	Late
82	893903	900000487	KAREN C ESTES	3/9/2018	3/12/2018	Late
83	900862	900000748	JOHN W HORN	4/14/2018	4/16/2018	Late
84	920132	900000557	ANGELA E NELSON	3/9/2018	3/12/2018	Late
85	947378	900000730	MARK A HUFFSTETLER	4/14/2018	4/16/2018	Late
86	953978	900000544	ROBERT W KING	3/9/2018	3/12/2018	Late
87	954335	900000686	DAREN J NELSON	4/14/2018	4/16/2018	Late
88	958415	900000524	JOANN MCLAUGHLIN	3/9/2018	3/12/2018	Late
89	960273	900000501	RICHARD D FRANCISCO	3/9/2018	3/12/2018	Late
90	961341	900000527	DONNA M NARDOLILLO	3/9/2018	3/12/2018	Late
91	962403	900000559	MARK G CULVER	3/9/2018	3/12/2018	Late
92	967427	900000670	JODI L KLINEPETER	4/14/2018	4/16/2018	Late
93	972046	900000720	DANIEL ALTIMARI	4/14/2018	4/16/2018	Late
94	996149	900000705	KERRY D VANDIVER	4/14/2018	4/16/2018	Late
95	1023169	900000674	ROBIN HUBER	4/14/2018	4/16/2018	Late
96	1024887	900000676	VIRTLE FOWLER	4/14/2018	4/16/2018	Late
97	1025574	900000740	ALVARO ZAVALA	4/14/2018	4/16/2018	Late
98	1030191	900000687	MARK DREWES	4/14/2018	4/16/2018	Late
99	1037447	900000711	PATRICK D CRAIG	4/14/2018	4/16/2018	Late
100	1040377	900000530	PATRICIA M SCHMIDT	3/9/2018	3/12/2018	Late
101	1042145	900000733	LILLIAN G MCDANIEL	4/14/2018	4/16/2018	Late
102	1043024	900000745	DWAYNE A SHEPHERD	4/14/2018	4/16/2018	Late
103	1055930	900000701	FRED B STORMS	4/14/2018	4/16/2018	Late
104	1084111	900000519	GARY HANNAH	3/9/2018	3/12/2018	Late
105	1088326	900000521	TIA M KICKLIGHTER	3/9/2018	3/12/2018	Late
106	1088355	900000744	CARRIE D EDGEWORTH	4/14/2018	4/16/2018	Late
107	1095291	900000702	BARBARA M EDWARDS	4/14/2018	4/16/2018	Late
108	1101438	900000724	KENNETH R BAUDOIN	4/14/2018	4/16/2018	Late
109	1112337	900000508	TAMMY M BOYD	3/9/2018	3/12/2018	Late
110	1153154	900000485	RITA C MEADE	3/9/2018	3/12/2018	Late
111	1153191	900000497	HELEN MALZAC	3/9/2018	3/12/2018	Late
112	1198274	900000493	RICHARD BRANDON	3/9/2018	3/12/2018	Late
113	1198773	900000583	JUDI HIMES	3/16/2018	3/19/2018	Late
114	1219079	900000518	LATONA D HARTLEY	3/9/2018	3/12/2018	Late
115	1238153	900000551	TODD J MORROW	3/9/2018	3/12/2018	Late
116	1250601	900000713	DOLORES SLACK	4/14/2018	4/16/2018	Late
117	1251432	900000488	MELISSA J CASE	3/9/2018	3/12/2018	Late
118	1254902	900000507	BRENDA J RICE	3/9/2018	3/12/2018	Late
119	1255144	900000500	JENNIFER L TANKSLEY-THOMAS	3/9/2018	3/12/2018	Late
120	1262678	900000719	MARYANNE B TAVERNE	4/14/2018	4/16/2018	Late
121	1269431	900000703	JULIE A KEMPF	4/14/2018	4/16/2018	Late
122	1281556	900000494	ANNETTE V RAY	3/9/2018	3/12/2018	Late
123	1282591	900000683	GERALDINE HARTMAN	4/14/2018	4/16/2018	Late
124	1294852	900000489	AD VERKUYLEN	3/9/2018	3/12/2018	Late

Exhibit A

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
125	1310180	900000523	DEE E HOLMES	3/9/2018	3/12/2018	Late
126	1343769	900000734	LYNN PEREIRA	4/14/2018	4/16/2018	Late
127	1371506	900000742	CYNTHIA L BURNS	4/14/2018	4/19/2018	Late
128	1402486	900000552	DEBORAH GUERIN	3/9/2018	3/12/2018	Late
129	1411739	900000534	TERESA L MORGAN	3/9/2018	3/12/2018	Late
130	1412169	900000718	MICHAEL L BUSH	4/14/2018	4/16/2018	Late
131	1421946	900000747	MICHAEL J YOUNG	4/14/2018	4/16/2018	Late
132	1467530	900000684	HELEN M DIGGS	4/14/2018	4/16/2018	Late
133	1500434	900000486	MARQUIS JONES	3/9/2018	3/12/2018	Late
134	1500435	900000491	CATHLEEN LEONARD	3/9/2018	3/12/2018	Late
135	1500436	900000495	JOE JONES	3/9/2018	3/12/2018	Late
136	1500437	900000531	LINDA ZUBRYCKY	3/9/2018	3/12/2018	Late
137	1500438	900000532	FAYNE PAKEY	3/9/2018	3/12/2018	Late
138	1500439	900000498	BRIDGETTA PATIN	3/9/2018	3/12/2018	Late
139	1500440	900000535	REGINA CLARK	3/9/2018	3/12/2018	Late
140	1500441	900000504	ROBERT GOOLDY	3/9/2018	3/12/2018	Late
141	1500442	900000537	TIMOTHY CARTER	3/9/2018	3/12/2018	Late
142	1500443	900000505	LEWIS WILLIAMS	3/9/2018	3/12/2018	Late
143	1500444	900000540	GRACE DEGROOT	3/9/2018	3/12/2018	Late
144	1500445	900000541	ELIZABETH WILKERSON	3/9/2018	3/12/2018	Late
145	1500446	900000543	TERI MANZI	3/9/2018	3/12/2018	Late
146	1500447	900000548	DAWN DALPE	3/9/2018	3/12/2018	Late
147	1500448	900000553	DEBORA INGRAM	3/9/2018	3/12/2018	Late
148	1500449	900000520	DEBRA MONTERIO	3/9/2018	3/12/2018	Late
149	1500450	900000554	SHEILA PRICE	3/9/2018	3/12/2018	Late
150	1500451	900000558	JANET ECKERSON	3/9/2018	3/12/2018	Late
151	1500452	900000560	ANTHONY MCGLOWN	3/9/2018	3/12/2018	Late
152	1500453	900000563	TAMMY WILLIAMSMOORE	3/9/2018	3/12/2018	Late
153	1500454	900000525	JANET ROBINSON	3/9/2018	3/12/2018	Late
154	1500455	900000528	ARTHUR MACHADO	3/9/2018	3/12/2018	Late
155	1500461	900000499	BARBARA CHAMBERS BROWN	3/9/2018	3/12/2018	Late
156	1500462	900000516	JAY SUMMERS	3/9/2018	3/12/2018	Late
157	1500486	900000580	THOMAS MUNGIA	3/15/2018	3/19/2018	Late
158	1500630	900000653	CAROL BASS	4/14/2018	4/16/2018	Late
159	1500632	900000679	CHERYL WESLEY	4/14/2018	4/16/2018	Late
160	1500633	900000680	BRADLEY WAYSON	4/14/2018	4/16/2018	Late
161	1500634	900000681	TAMMY GUTOWIECZ	4/14/2018	4/16/2018	Late
162	1500635	900000673	SHIRLEY FLANAGAN	4/14/2018	4/16/2018	Late
163	1500636	900000693	AL ROBINSON	4/14/2018	4/16/2018	Late
164	1500637	900000699	CARMEN ALVAREZ	4/14/2018	4/16/2018	Late
165	1500638	900000694	BETTY PATTERSON	4/14/2018	4/16/2018	Late
166	1500639	900000722	PAMELA ADAMS	4/14/2018	4/16/2018	Late
167	1500640	900000723	BARBARA BAILEY	4/14/2018	4/16/2018	Late
168	1500641	900000678	SANDRA GARCIA	4/14/2018	4/16/2018	Late
169	1500642	900000731	ANGELA KROLL	4/14/2018	4/16/2018	Late
170	1500643	900000739	ROYAL MELLINGER	4/14/2018	4/16/2018	Late

Count	Tracking Number	DocID	Key Name	Postmark	Received	Status
171	1500644	900000727	LINDA MCDOUGAL	4/14/2018	4/16/2018	Late
172	1500645	900000728	MARYETTA HARTMAN	4/14/2018	4/16/2018	Late
173	1500646	900000735	SHARRON TAYLOR	4/14/2018	4/16/2018	Late
174	1500647	900000737	CATHERINE PAGLIARO	4/14/2018	4/16/2018	Late
175	1500648	900000743	TAMMIE BICKART	4/14/2018	4/16/2018	Late
176	1500649	900000738	JACQUELINE WILSON	4/14/2018	4/16/2018	Late
177	1500650	900000714	JORGE LAVERDE	4/14/2018	4/16/2018	Late
178	1500651	900000715	FRANK NIXON	4/14/2018	4/16/2018	Late

Incomplete Claims

1	892336	900000007	EDMUNDO GOMEZ	11/21/2017	11/27/2017	Incomplete
2	413575	900000010	BETH A VOIGT	11/27/2017	11/29/2017	Incomplete
3	1382428	900000758	YVONNE A LOPEZ	12/13/2017	12/26/2017	Incomplete
4	566940	900000031	PATRICIA R COUSER	12/18/2017	12/22/2017	Incomplete
5	1135388	900000125	KRISTIN D SOUTHERN	1/2/2018	1/25/2018	Incomplete
6	1135387	900000128	ROBERT A SOUTHERN	1/2/2018	2/12/2018	Incomplete
7	495995	900000081	ESTATE OF ROBERTO PULUSAN	1/3/2018	1/8/2018	Incomplete
8	495994	900000080	WILFREDO GARCIA	1/3/2018	1/8/2018	Incomplete
9	1075038	900000095	GARRY CARSON	1/13/2018	1/18/2018	Incomplete
10	1499874	900000132	THERESA MARSHALL	2/8/2018	2/12/2018	Incomplete
11	1500017	900000250	TONYA BILLINGSLEY	2/12/2018	2/19/2018	Incomplete
12	1406458	900000236	EDWIN BILLINGSLEY	2/14/2018	2/19/2018	Incomplete
13	239400	900000257	EARNEST A BURR	2/20/2018	2/23/2018	Incomplete
14	1500322	900000349	SIMROY WENTMORE ANDERSON	2/26/2018	3/1/2018	Incomplete
15	1500348	900000363	JACQUELINE WHITE	2/27/2018	3/2/2018	Incomplete
16	962384	900000467	JONATHAN J HALL	3/3/2018	3/8/2018	Incomplete
17	1500413	900000483	STACELYN P	3/3/2018	3/8/2018	Incomplete
18	1441302	900000477	JANET HICKEY	3/5/2018	3/8/2018	Incomplete