

epiq precision

With more than two decades of experience administering some of the most complex product liability settlements, Epiq provides an end-to-end approach to claims administration, including third-party inspection and final adjudication.

Our experts pioneered the claims administration and inspection process for product liability settlements more than 25 years ago, and their knowledge in this arena remains unmatched today. Our success is supported by the development and ongoing enhancement of uniquely-tailored case management tools backed by the power of our software platform, ClaimsMatrix™.

Representative cases

Johnson, et al. v. MI Windows and Doors, LLC.:

Plaintiffs in this case allege that tape-glazed windows manufactured by MIWD contain defects that have caused water intrusion and damage to windows and property. Epiq has worked closely with the parties involved to create a detailed notice campaign that included a nationwide media campaign and notice package mailing. Epiq has also created and maintains a complex Web site with an online claim filing module and is processing claim forms on an ongoing basis. Epiq has also created and maintains an active phone number with recorded information and staffed by operators. Epiq will continue to work on the case all the way through award disbursement.

Trabakoolas v. Watts Water Technologies: This lawsuit involves allegations that Watts Water designed and sold defective toilet connectors that the failure of which could have resulted in property damage. As

part of the claims administration and disbursement process, Epiq worked directly with the parties to define agent scripting, the case and claim Web site and claim-related forms. Epiq is also maintaining a toll-free line with live agents, Web site and document processing; that includes product verification, claim form processing and all aspects of award disbursements.

ABS Pipe Cases II: This settlement involved building structures with acrylonitrile-butadiene-styrene ("ABS") drain, waste and vent ("DWV") pipe manufactured by Polaris, Gable, Phoenix, Apache and Centaur. The settlements made available approximately \$70 million for the reimbursement of repairs or repairs of leaking ABS pipe manufactured by the five defendants and for the repair of property damage caused by leaking ABS pipe. Epiq reviewed and processed all claims and directed a chief plumbing inspector to arrange inspections as necessary to confirm a claimant's

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Product Liability Experience

eligibility to receive payment. Epiq also managed reimbursement for prior repairs and coordinated with contractors for the repair of existing leaks.

In re: Zurn Pex Plumbing Liability Litigation: This settlement involves allegations that a specific model of internal brass plumbing fittings erode, crack and leak. Epiq is handling all aspects of the claims administration and disbursement process, including a call center, claims Web site, meticulous product verification workflow and rolling disbursements through 2020. We work closely with the client to cross-reference all customer and product details, both manually and using the client database.

WCI: For this settlement, Epiq managed an outbound calling effort to discuss the approaching claim deadline and potential eligibility to file a claim with potential claimants or their counsel. Epiq was retained by Judge Robert C. Pate, Trustee of the WCI Chinese Drywall Property Damage and Personal Injury Settlement Trust which was established pursuant to the Second Amended Joint Chapter 11 Plan of Reorganization for WCI Communities, Inc. and its Affiliated Debtors. For this project, Epiq drafted narrative for the calls, trained agents, completed the calls and provided final reporting and analysis.

Vereen v. Lowe's Home Centers, Inc.: Hilsoft Notifications, a wholly-owned subsidiary, served as the Notice Plan Administrator and subsequently implemented the court-approved Notice Plan in this settlement, which involved drywall sold through Lowe's Home Centers.

Lovelis v. Titeflex Corp., et al.: The product at issue in this settlement is Corrugated Stainless Steel Tubing known as CSST. CSST is used to transmit gas in structures and consists of a continuous, flexible, stainless steel pipe. The lawsuit alleged that CSST posed an unreasonable risk of fire due to lightning strikes. Claimants were eligible to receive a Payment Voucher for use toward installation in their property of either a Lightning Protection System (LPS) or for a bonding and grounding of the systems in their property. To be eligible for the benefit, claimants had

to present proof that the CSST was installed on their property and that it was manufactured by one of the settlement defendants. Approved claims were then assessed by a third-party vendor who corroborated the claimant's proof and installed the LPS or bonding and grounding, as selected by the claimant.

Opperman v. Celco Partnership: The suit that triggered this settlement alleged illegal tinkering of Bluetooth configuration on a Smartphone to limit functionality. With a Class comprised of early adopters and technophiles, the settlement had an unusually high claim filing rate, and defendant required white glove treatment to repair damaged customer relationships. Epiq guided consumers through a multi-step process that included initial claim submission, eligibility review, voucher issuance, and finally redemption and product returns, which included a myriad of ancillary products purchased along with the Smartphone.

Foothill/DeAnza Community College District v. Northwest Pipe Company, et al.: Epiq is currently administering a complex settlement that involves a brand of pipe (Poz-Lok) and pipe fittings sold for use in fire sprinkler systems in residential and commercial buildings. The claims processing for this case involves a complex assessment and inspection process to determine the validity of a claim submitted as well as a detailed calculation for payment on a qualified claim. Epiq is administering all aspects of the settlement, including coordination of the inspection and verification component. This ongoing matter has a 15-year claiming period.

Louisiana-Pacific Inner-Seal Siding Litigan: This groundbreaking settlement involved a seven-year claim period, a separate entity for home inspections and multiple claim filing opportunities per homeowner. The settlement pioneered award calculations based on actual damages, with a state-of-the-art technology component and daily information exchanges across parties throughout the US. Epiq administered all aspects of the settlement, issuing more than \$523 million in awards related to damage of manufactured siding.

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