

epiq precision

With broad experience administering several TCPA cases, Epiq is well-versed in successfully navigating the complexities and risks of a TCPA violation class action case.

Class actions concerning alleged violations of the Telephone Consumer Protection Act of 1991 (TCPA) present special challenges to counsel and class action administrators. Knowing and preparing for the complexities that are commonly involved in administering a TCPA case can significantly reduce risk, cost and frustration.

Noticing

In TCPA cases, special care must be taken that a second violation is not committed when noticing the class. Sending unsolicited texts, faxes or phone calls risk another TCPA violation.

Reverse lookup

Epiq conducts careful data mining to translate phone numbers into email or physical addresses. The reverse lookup process is iterative, and results in a usable list of potential class members for the provision of individual notice without committing an additional TCPA infraction.

Data point matching

It's not uncommon for a single phone number to have several records attached to it. After reverse lookup, Epiq determines whether any of the addresses are duplicates (near exact address or name matches, etc.) that can be eliminated. After this is done, Epiq typically recommends noticing all the contacts associated with each number, erring on the side of inclusion of all potential class members to ensure adequacy.

Supplemental media notice

When cases are in Federal Court, judges typically expect parties to quantify the reach of the notice plan against the estimated total size of the class. Our in-house, expert notice team is available to develop and implement a legally adequate notice program when class members are not identifiable from available records.

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Telephone Consumer Protection Act (TCPA) Experience

Claims processing

Epiq processes and validates claims accurately, promptly and efficiently — whether received electronically or via mail. We custom-design claims procedures and processes to suit each case, handle the reporting and analytics for the court, including identifying exceptions and resolving disputes, and offer data capture technology such as optical character recognition (OCR) and intelligent character recognition (ICR) for cost- and time-efficient claims intake.

Contact center

Epiq has robust, in-house call center capabilities including interactive voice response (IVR) technology, and round-the-clock, scalable live operator staffing.

Relevant case experience:

- Vergara v. Uber TCPA
- Hooker v. Sirius XM TCPA
- Rose v. Bank of America TCPA
- Chemeno-Buzzi v. Hollister TCPA
- Wright v. Nationstar TCPA
- Douglas v. Western Union TCPA
- Farnham v. Caribou
- Pimental v. Google, Inc.
- Ellison v. Steven Madden, LTD.
- In re Jiffy Lube International, Inc. Text Spam Litigation
- Miller v. Red Bull North America, Inc.
- Martin v. CCH Incorporated
- Woodman v. ADP Dealer Services