

1 UNITED STATES DISTRICT COURT
2 NORTHERN DISTRICT OF CALIFORNIA
3 SAN FRANCISCO DIVISION

4 IN RE TFT-LCD (FLAT PANEL)
5 ANTITRUST LITIGATION

Case No. 3:07-MD-1827 SI
MDL No. 1827

6 This Document Relates to:

7 Indirect-Purchaser Class Action:

8 *State of Missouri, et al. v. AU Optronics*
9 *Corporation, et al.*, Case No. 10-cv-3619;

10 *State of Florida v. AU Optronics Corporation,*
11 *et al.*, Case No. 10-cv-3517; and

12 *State of New York v. AU Optronics Corporation,*
13 *et al.*, Case No. 11-cv-0711.

DECLARATION OF ROBIN M.
NIEMIEC OF RUST CONSULTING,
INC., NOTICE AND CLAIMS
ADMINISTRATOR,
IN SUPPORT OF INDIRECT
PURCHASER PLAINTIFFS' MOTION
TO AUTHORIZE DISTRIBUTION OF
SETTLEMENT FUND

14
15 I, Robin M. Niemiec, declare as follows:

16 1. I am employed as a Client Services Director at Rust Consulting, Inc. ("Rust")
17 (as used herein, "Rust" includes its sister company, Kinsella Media, Inc.). I am over twenty-
18 one (21) years of age and am not a party to the above-captioned actions ("the Actions"). I
19 have personal knowledge of the facts set forth herein, and, if called as a witness, could and
20 would testify competently thereto.

21
22 2. Rust was retained by Co-Lead Counsel for the Indirect Purchaser Plaintiff Class
23 ("the Class") pursuant to the "Order Granting Preliminary Approval of Combined Class,
24 *Parens Patriae*, and Governmental Entity Settlements" (dated January 26, 2012), and the
25 "Order Granting Preliminary Approval of Combined Class, *Parens Patriae*, and Governmental
26 Entity Settlements with AUO, LG Display and Toshiba Defendants" (dated July 31, 2012), to
27 serve as the Settlement Notice and Claims Administrator.
28

1 3. I submit this Declaration to provide the Court with information about claims
2 administration in connection with the settlement of the Actions (“the Settlement”). As used
3 herein, “Class” and “Class Member(s)” include the *parens patriae* group members.

4 4. Rust was engaged to, among other things, provide notice about the Settlement
5 to potential Class Members; process completed claim forms; calculate the *pro rata* recovery
6 for each Class Member who filed a valid claim; and distribute the Settlement Fund to Class
7 Members. Rust has served as the central contact point for Class Members’ and potential Class
8 Members’ inquiries, communications and claims in this Settlement.

9
10 **Claim Processing Activities**

11 5. For quality control purposes, Rust created a database to track all claims
12 submitted to share in this Settlement (“Database”). Each online claim was given a unique
13 “Claim Number” at the time the claim was submitted. Upon receipt, paper claims were
14 grouped in batches of fifty, each claim was grouped in the order it was processed by Rust’s
15 mailroom staff, each batch of claims was numbered sequentially, and each paper claim was
16 stamped with a unique Claim Number.

17
18 6. The Court-ordered December 6, 2012 deadline to submit claims was contained
19 in all Notices disseminated to potential Class Members and in a statement posted on the
20 litigation website:

21 “The DEADLINE to file a claim to receive a share in the \$1.1 Billion
22 Settlement Fund is December 6, 2012.”

23 Rust continued to receive and process claims submitted after this date. After December 6,
24 2012, at the direction of Counsel, the website language was changed to read:

25 “In order to receive a payment, you must file a valid claim. The claim
26 filing deadline was December 6, 2012 and had passed. You may still file a
27 claim, but there is no guarantee that claims filed after December 6, 2012
28 will be accepted.”

1 On or about May 30, 2014, at the direction of Counsel, Rust revised the settlement website to
2 state:

3 “The deadline to file a claim was December 6, 2012, and has now
4 passed. Counsel intend to recommend that the Court accept late claims
5 submitted after December 6, 2012 until June 6, 2014, but not allow late
6 claims submitted after June 6, 2014.”

7 7. As of June 6, 2014, Rust received and processed 233,944 online claims and
8 15,597 paper claims from potential Class Members (“Claimants”), totaling 249,541 claims, of
9 these, 229,175 claims were either submitted online or postmarked by December 6, 2012. A
10 total of 362 claims were submitted between May 30, 2014 (when the settlement website
11 language alerted potential claimants that counsel would recommend payment of claims filed
12 by June 6) and June 6, 2014. This is approximately the same number that had been received in
13 the previous seven weeks.

14 8. Unless noted otherwise, all information provided in this Declaration pertains to
15 claims submitted online or postmarked by June 6, 2014.

16 9. Rust received an additional 92 claims after June 6, 2014.

17 10. Online claims provided (at the time of submission) or in the case of paper
18 claims, Rust’s data-entry staff entered, the following information, (to the extent provided by
19 the claimant) into the Database: name, address, telephone number, email address and the last
20 four digits of an individual’s Social Security Number or a business’ full Federal Taxpayer
21 Identification number. In addition, each Claimant’s responses to the Eligibility Questions¹ and
22 the number of television, monitor and notebook purchases claimed were entered into the
23
24
25

26 ¹ The “Eligibility Questions” were on the Court-approved Claim Form and had to be answered in the
27 affirmative to establish class membership. These questions were designed to confirm that a claimed
28 purchase: (1) was made while the claimant was a resident of one of the 24 eligible states or the District
of Columbia; (2) was made indirectly; and (3) was a television, monitor and/or notebook computer
containing an LCD Flat Panel purchased for the claimant’s own use (not for resale) during the Class
Period.

1 Database. The claim number on each claim is used as the unique identifier for a Claimant's
2 records in the Database.

3 11. Rust first reviewed each claim for eligibility to determine:

- 4 a. claims that were duplicative of a claim previously filed; and
5
6 b. claimants that answered in the negative to one or more of the Eligibility
7 Questions on the claim form, which indicated a failure to purchase the
8 product indirectly and/or a failure to purchase the product while residing
9 in one of the eligible states,² or for personal use during the Class Period.

10 12. Rust identified 14,001 claims as duplicative of claims previously filed and sent
11 letters to Claimants advising that the duplicative claims were ineligible. Rust identified 123
12 claims where one or all of the Eligibility Questions were answered in the negative and sent
13 letters to those Claimants advising them that they were ineligible. Each of these Claimants was
14 given the opportunity to dispute the determination and provide proof in support of their
15 position. If it was determined that the proof provided established eligibility, Rust updated the
16 Database accordingly. After this process, a total of 13,955 duplicative claims remained
17 ineligible, and 79 claims remained ineligible as a result of failure to purchase the product
18 indirectly and/or failure to purchase the product while a resident of one of the eligible states.
19

20
21 13. Rust also reviewed each claim for the following deficiencies, which, if
22 corrected, would make the claim eligible for payment:

- 23 a. incomplete or missing purchase information;
24
25 b. failure to answer one or all of the eligibility questions or answered one or
26 all of the eligibility questions in both the affirmative and negative; and/or

27 ² Purchases were required to be made while the claimant was a resident of the states of
28 Arizona, Arkansas, California, Florida, Hawaii, Iowa, Kansas, Maine, Massachusetts, Michigan,
Minnesota, Mississippi, Missouri, Nevada, New Mexico, New York, North Carolina, North Dakota,
Rhode Island, South Dakota, Tennessee, Vermont, West Virginia, Wisconsin or the District of
Columbia.

1 c. missing a signature.

2 14. Rust sent 3,510 letters via First Class mail advising Claimants that their claims
3 were deficient, explaining the reason(s) for the deficiency, requesting that the Claimants
4 provide the data or information necessary to remedy the deficiency and advising the Claimant
5 that a failure to respond might result in the claim being disallowed. Claimants were given 30
6 days to respond and cure deficiencies. For any Claimant that failed to respond or cure their
7 deficiency, Rust sent a “second chance” letter. The second chance letter provided Claimants
8 with the opportunity to cure their deficiency and advised the Claimant, for a second time, that
9 a failure to respond might result in the claim being disallowed. Claimants were again given 30
10 days to respond and cure deficiencies.
11

12 15. After processing responses to the letters mailed, 10 Claimants that failed to
13 provide purchase information and 24 Claimants that failed to answer one or more of the
14 Eligibility Questions or answered one or more of the Eligibility Questions in both the
15 affirmative and negative were deemed ineligible.
16

17 16. After processing responses to the letters mailed to Claimants who failed to sign
18 their claims, four claims, with a total of 24 products purchased (an average of six products per
19 claim), failed to cure this deficiency. Each of these four claimants identified himself as an
20 individual. After consultation with Counsel, and as a result of the small number of products
21 per claim, counsel decided to waive the signature requirement and the claims were deemed
22 eligible.
23

24 17. Governmental entities are not included in the Class, although governmental
25 entities in the eight plaintiff States are eligible for redress programs. Rust will not handle the
26 administration of the States’ redress programs. In consultation with Counsel, Rust identified
27 299 claims filed by governmental entities which are ineligible for payment from the Class
28

1 Settlement. Letters were sent to these governmental entities advising that they are not Class
2 Members and may not participate in the Class Settlement.

3 18. An additional 858 claims were ineligible because:

- 4 a. the Claimant withdrew the claim;
5 b. the claim was a test claim entered by Rust Consulting; or
6 c. the document that was assigned a claim number actually was not a claim.
7

8 **Audit Activities**

9 19. All remaining claims were reviewed for possible audit. Claims which had been
10 reviewed for a deficiency, as described above, were also evaluated under the audit criteria.
11 Claimants were requested to indicate on the claim form whether he/she/it was filing for an
12 individual or a small, medium or large business (based on number of employees). Based on
13 these designations, after consultation with Counsel, it was determined that individual claims
14 for more than 20 products, small and medium business claims for more than 100 products, and
15 large business claims for more than 150 products would be subject to review/audit. If no
16 designation was made on the claim form and more than 20 products were claimed, the claim
17 was subject to review/audit.
18

19 20. Rust sent 3,438 letters to individuals and businesses identified through this
20 process, requesting proof that the purchases claimed fell within the Class definition by
21 documenting that:
22

- 23 a. the purchase was made during the Class Period;
24 b. the purchase was an indirect purchase;
25 c. the purchase was a TFT-LCD monitor, notebook or television;
26 d. the purchase was made while the Claimant was a resident of one of the
27 eligible states or the District of Columbia; and
28

1 e. the purchase was for personal use and not resale.

2 21. Claimants were given 30 days to respond. For Claimants that failed to respond
3 to this letter, Rust sent a “second chance” letter which told Claimants that they needed to
4 provide proof of their claim in order for it to be considered for eligibility. The letter also
5 advised Claimants, for a second time, that a failure to respond might result in the claim being
6 disallowed, and gave Claimants another 30 days to respond. Throughout the course of the
7 audit process, Claimants who requested extensions to provide documentation usually were
8 granted additional time.

9
10 22. As a result of the audit process, 703 claims were deemed ineligible for failure to
11 respond or for failure to respond with adequate documentation.

12 23. If the audit resulted in the number of purchases made by a Claimant being
13 adjusted upward or downward, the claim amount was amended in the Database.

14 24. For any Claimant that was sent an audit/request for information letter as
15 described above, a “Final Claim Determination” letter was mailed to notify the Claimant of
16 his/her/its approved Claim Total. Claimants had 10 days to respond if they disagreed with this
17 determination.
18

19 **Allocation of the Settlement Fund**

20 25. The Net Settlement Fund available for distribution to Class Claimants will
21 include settlement principal plus past and future interest, and reductions for attorneys’ fees and
22 expenses, incentive awards to Class representatives, the governmental entities’ share of the
23 Settlement recovery, previously paid expenses and a reserve for estimated additional taxes,
24 accountant’s fees, Escrow Agent fees and claims administration expenses (“Net Settlement
25 Fund”). Rust has been informed that Wells Fargo has paid all applicable taxes for the
26 Qualified Settlement Fund to date.
27
28

1 26. Pursuant to the Plan of Allocation, the Net Settlement Fund will be distributed
2 *pro rata* based on the number of monitors, notebooks and televisions purchased. The Plan of
3 Allocation provides that televisions will count at twice the rate of monitors and notebooks,
4 generally reflecting the cost of the LCD panel in each product purchased. Therefore, for
5 purposes of this Declaration, the “panel equivalent” counts allow for a single rate for monitors
6 and notebooks (one panel equivalent) and double for televisions (two panel equivalents). Rust
7 has reported to Counsel that the 233,473 valid claims from Class Members submitted by June
8 6, 2014, contain a total of 16,212,038 panel equivalents. Included in this count are 18,078
9 claims for 5,956,723 panel equivalents that were submitted or postmarked after December 6,
10 2012 (the filing deadline).
11

12 27. As of September 9, 2014, an additional 92 claims were submitted after June 6,
13 2014. Of these 11 claims were duplicates, government entities or not intended to be claims;
14 63, if received timely, would not have been subject to an audit and contain no deficiencies; 18,
15 if received timely, would have been subject to an audit. Of the 18 that would have been
16 subject to an audit, 13 submitted adequate proof of class defined purchases. The 76 claims
17 that would not have been subject to an audit or provided proof with their filing total 149,366
18 panel equivalents. The 5 claims that did not provide proof at the time of the filing total 11,488
19 panel equivalents.
20

21 28. Rust has reported to Counsel that 16,079 claims, regardless of when they were
22 filed, have been identified as invalid after conclusion of the claim processing and audit
23 activities described above. A chart summarizing the results of the claims processing and audit
24 review is attached hereto as Exhibit A.
25

26 **Distribution of Net Settlement Fund**

27 29. The claims administration process for the Class is complete.
28

1 30. Each Class Member whose claim is approved by the Court will receive a *pro*
2 *rata* payment from the Net Settlement Fund.

3 *Administrative Fees and Expenses*

4 31. Rust has invoiced a total of \$8,878,322.26 in notice and administration services,
5 \$6,373,282.08 by Kinsella Media and \$2,505,040.18 by Rust Consulting. A list of these
6 invoices is attached hereto as Exhibit B. Of this amount, \$218,134.97 has not yet been paid..
7 Future expenses to administer and process the check distribution are estimated at \$357,714.00.
8 Attached hereto as Exhibit C is a copy of Rust's estimate for future fees and expenses.

9 32. Upon approval of the Court, Rust will promptly distribute the appropriate
10 shares of the Net Settlement Fund to eligible Claimants.

11
12
13
14 I declare under penalty of perjury that the foregoing is true and correct to the best of my
15 knowledge.

16 Executed this 12th day of September, 2014, in Palm Beach Gardens, Florida.

17
18 
19 _____
20 Robin M. Niemiec

Exhibit A

CLAIM SUMMARY

Claims that are Not Duplicative, Deficient or Governmental Entities or, If Subject to Audit, Provided Adequate Proof of Purchase		
Number of Claims	Number of Panel Equivalentents	Date Filed
215,395	10,255,315	By December 6, 2012
18,078	5,956,723	December 7, 2012 - June 6, 2014
81	160,854	After June 6, 2014

Claims that are Duplicative, Deficient, Governmental Entities or Failed to Provide Adequate Proof of Purchase		
Number of Claims	Number of Panel Equivalentents	Date Filed
13,780	3,434,325,277	By December 6, 2012
2,288	2,567,328,169	December 7, 2012 - June 6, 2014
11	400,848	After June 6, 2014

Total Claims Filed	
Number of Claims	Number of Panel Equivalentents
249,633	6,018,427,186

Exhibit B



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 02/29/12
 INVOICE #: 128047
 MATTER #: 8292

TO: Francis D. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>Claims Administration Services from Inception through January 31, 2012</i>

Project Setup	\$ 4,131.81
Project Management	87.10
Technical Consulting	10,552.60
Quality Assurance	720.00
Financial	11.70
Expenses: Other Charges and Out-of-Pocket Costs	<u>1,961.22</u>
Total Invoice	<u>\$ 17,464.43</u>

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 03/21/12
 INVOICE #: 128080
 MATTER #: 8292

TO: Francis D. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>February 2012 Claims Administration Services</i>

Project Setup	\$ 14,051.64
Project Management	10,149.60
Technical Consulting	10,091.17
Telephone Support	31,002.80
Quality Assurance	300.90
Financial	252.00
Expenses: Other Charges and Out-of-Pocket Costs	1,146.59
Total Invoice	\$ 66,994.70
Outstanding Invoice(s)	\$ 17,464.43
Total Amount Due	\$ 84,459.13

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 04/20/12
 INVOICE #: 128135
 MATTER #: 8292

TO: Francis D. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>March 2012 Claims Administration Services</i>

Project Setup	\$ 3,144.20
Notification/Dissemination	433.64
Claimant Communication/Opt-Outs	1,497.90
Project Management	2,091.20
Technical Consulting	203.90
Telephone Support	28,320.90
Financial	218.50
Expenses: Other Charges and Out-of-Pocket Costs	6,585.55
Total Invoice	\$ 42,495.79
Outstanding Invoice(s)	\$ 84,459.13
Total Amount Due	\$ 126,954.92

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 05/30/12
 INVOICE #: 128230
 MATTER #: 8292

TO: Francis D. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>April 2012 Claims Administration Services</i>

Claimant Communication/Opt-Outs	\$ 1,345.50
Claims Processing	391.54
Project Management	4,024.40
Technical Consulting	49.70
Scanning	86.84
Telephone Support	4,551.50
Quality Assurance	31.60
Financial	205.00
Expenses: Other Charges and Out-of-Pocket Costs	4,699.68
Total Invoice	\$ 15,385.76
Outstanding Invoice(s)	\$ 126,954.92
Total Amount Due	\$ 142,340.68

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 06/25/12
 INVOICE #: 128293
 MATTER #: 8292

TO: Francis D. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>May 2012 Claims Administration Services</i>

Project Setup - Claim Form Mailing	\$ 9,075.43
Notification/Dissemination	47.32
Claimant Communication/Opt-Outs	299.50
Project Management	5,813.93
Technical Consulting	768.50
Telephone Support	14.50
Financial	135.00
Expenses: Other Charges and Out-of-Pocket Costs	2,137.21
Total Invoice	\$ 18,291.39
Outstanding Invoice(s)	\$ 142,340.68
Total Amount Due	\$ 160,632.07

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 07/18/12
 INVOICE #: 128325
 MATTER #: 8292

TO: Francis D. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT	
<i>LCD Indirect</i>	
<i>June 2012 Claims Administration Services</i>	

Project Setup - Claim Form Mailing	\$ 9,717.40
Claimant Communication/Opt-Outs	405.50
Project Management	5,103.99
Technical Consulting	6,115.80
Telephone Support	584.10
Quality Assurance	237.70
Financial	211.00
Expenses: Other Charges and Out-of-Pocket Costs	<u>1,804.65</u>
Total Invoice	\$ 24,180.14
Outstanding Invoice(s)	<u>\$ 160,632.07</u>
Total Amount Due	<u><u>\$ 184,812.21</u></u>

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 08/21/12
 INVOICE #: 128392
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>July 2012 Claims Administration Services</i>

Project Setup - Claim Form Mailing	\$ 27,423.43
Notification/Dissemination	130.00
Claimant Communication/Opt-Outs	563.10
Project Management	401.00
Technical Consulting	22,041.55
Telephone Support	1,271.20
Quality Assurance	5,608.50
Financial	432.60
Expenses: Other Charges and Out-of-Pocket Costs	<u>3,531.78</u>
Total Invoice	\$ 61,403.16
Outstanding Invoice(s)	<u>\$ 200.00</u>
Total Amount Due	<u><u>\$ 61,603.16</u></u>

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 09/14/12
 INVOICE #: 128434
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>August 2012 Claims Administration Services</i>

Project Setup - Claim Form Notice	\$ 18,473.85
Notification/Dissemination	1,248.97
Claimant Communication/Opt-Outs	2,492.90
Claim Form Processing	1,559.98
Download Online Claim Forms (29,263 @ \$0.15)	4,389.45
Project Management	17,854.70
Technical Consulting	28,660.49
Scanning	577.48
Telephone Support	77,370.60
Quality Assurance	5,185.01
Financial	465.80
Expenses: Other Charges and Out-of-Pocket Costs	<u>13,291.57</u>
Total Invoice	\$ 171,570.80
Outstanding Invoice(s)	<u>\$ 61,603.16</u>
Total Amount Due	<u><u>\$ 233,173.96</u></u>

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 10/12/12
 INVOICE #: 12-5823
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>September 2012 Claims Administration Services</i>

Notification/Dissemination	\$ 302.99
Claimant Communication/Opt-Outs	3,768.40
Claim Form Processing	2,965.92
Claim Forms Submitted (27, 470 @ \$0.15)	4,120.50
Project Management	16,667.30
Technical Consulting	11,157.06
Scanning	785.70
Telephone Support	50,091.60
Quality Assurance	1,642.50
Return Mail Processing	85.80
Financial	684.90
SUBTOTAL	92,272.67

Expenses: Other Charges and Out-of-Pocket Costs	
Print and Mail Notice Package	8,084.66
Email Blast (42,514)	3,232.92
Call Center/Telecommunications	19,075.97
Postage/Federal Express	17.56
Shredding/Storage	10.00
Other/Supplies	26.25
Photocopies/Faxing/Printing	121.20
Website Hosting	250.00
SUBTOTAL	30,818.56

TOTAL INVOICE \$ 123,091.23

OUTSTANDING INVOICE(s) \$ 233,173.96

TOTAL AMOUNT DUE \$ 356,265.19

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 11/14/12
 INVOICE #: 128575
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>October 2012 Claims Administration Services</i>

Notification/Dissemination	\$ 1,000.57
Claimant Communication/Opt-Outs	4,283.08
Claim Form Processing	4,396.08
Claim Forms Submitted (24,166 @ \$0.15 each)	3,624.90
Project Management	13,586.80
Technical Consulting	12,002.56
Scanning	784.16
Telephone Support	36,842.90
Quality Assurance	2,344.92
Return Mail Processing	66.56
Financial	305.30
	SUBTOTAL
	79,237.83
Expenses: Other Charges and Out-of-Pocket Costs	
Email Blast (42,885 @ \$0.075 each)	3,216.38
Email Blast (43,504 @ \$0.055 each)	2,392.72
Call Center/Telecommunications	5,801.31
Postage/Federal Express	13.49
Shredding/Storage	48.35
Other/Supplies	53.17
Photocopies/Faxing/Printing	16.20
Website Hosting	250.00
	SUBTOTAL
	11,791.62
	TOTAL INVOICE
	\$ 91,029.45
	OUTSTANDING INVOICE(S)
	\$ 356,265.19
	TOTAL AMOUNT DUE
	\$ 447,294.64

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:
 P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



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625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 12/13/12
 INVOICE #: 128642
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>November 2012 Claims Administration Services</i>

Notification/Dissemination	\$ 917.60
Claimant Communication/Opt-Outs	4,353.50
Claim Form Processing	3,050.58
Claim Forms Submitted (76,845 @ \$0.15 each)	11,526.75
Project Management	12,621.62
Technical Consulting	14,137.18
Scanning	622.96
Telephone Support	33,001.40
Quality Assurance	5,769.32
Return Mail Processing	55.64
Financial	317.50
	SUBTOTAL
	86,374.05
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	5,252.73
Postage/Federal Express	540.84
Shredding/Storage	85.21
Other/Supplies	50.03
Photocopies/Faxing/Printing	14.60
Website Hosting	250.00
	SUBTOTAL
	6,193.41
	TOTAL INVOICE \$ 92,567.46
	OUTSTANDING INVOICE(s) \$ 91,029.45
	TOTAL AMOUNT DUE \$ <u>183,596.91</u>

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 01/14/13
 INVOICE #: 128722
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>December 2012 Claims Administration Services</i>

Claimant Communication/Opt-Outs	\$ 2,987.70
Claim Form Processing	11,977.74
Audits	4,561.68
Claim Forms Submitted (66,051 @ \$0.15 each)	9,907.65
Project Management	10,089.10
Technical Consulting	3,242.43
Scanning	2,240.55
Telephone Support	27,362.50
Quality Assurance	2,496.40
Return Mail Processing	48.88
Financial	112.50
	SUBTOTAL
	75,027.13
Expenses: Other Charges and Out-of-Pocket Costs	
Email Blast (29,625 @ \$0.075 each)	2,221.88
Call Center/Telecommunications	15,480.65
Postage/Federal Express	221.19
Shredding/Storage	109.21
Other/Supplies	188.15
Photocopies/Faxing/Printing	1,930.00
Post Office Box Rental	1,080.00
Website Hosting	250.00
	SUBTOTAL
	21,481.08
	TOTAL INVOICE
	\$ 96,508.21
	OUTSTANDING INVOICE(S)
	\$ 183,596.91
	TOTAL AMOUNT DUE
	\$ 280,105.12

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 02/13/13
 INVOICE #: 138003
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>January 2013 Claims Administration Services</i>

Claimant Communication/Opt-Outs	\$ 4,243.90
Claim Form Processing	2,007.30
Audits	30,380.68
Claim Forms Submitted (1,065 @ \$0.15 each)	159.75
Project Management	10,783.90
Technical Consulting	1,357.35
Scanning	372.84
Telephone Support	5,369.98
Quality Assurance	3,104.60
Return Mail Processing	209.64
Deficiencies	2,329.56
Financial	629.70
	SUBTOTAL
	60,949.20
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	1,828.67
Postage/Federal Express	751.70
Shredding/Storage	80.94
Photocopies/Faxing/Printing	10.60
Address Traces	213.90
Website Hosting	275.00
	SUBTOTAL
	3,160.81
	TOTAL INVOICE
	\$ 64,110.01

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

LOCKBOX MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 03/12/13
 INVOICE #: 138084
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>February 2013 Claims Administration Services</i>

Project Database	\$ 2,963.45
Project Management	7,797.93
Technical Consulting	808.80
Claim Forms Submitted (563 @ \$0.15 each)	84.45
Email Notification	1,019.80
Document Receiving	2,262.60
Scanning	1,722.60
Correspondence/Admin Mail	5,840.30
Data Capture	120.36
Return Mail Processing	59.40
Claims Validation & Audits	1,139.80
Deficiency Claim Processing	41,274.42
Call Center Support	693.00
	SUBTOTAL 65,786.91
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	5,171.41
Postage/Federal Express	6.59
Shredding/Storage	163.94
Other/Supplies	55.00
Photocopies/Faxing/Printing	10.60
Website Hosting	275.00
	SUBTOTAL 5,682.54
	TOTAL INVOICE \$ 71,469.45
	OUTSTANDING INVOICE(S) \$ 64,110.01
	TOTAL DUE \$ <u>135,579.46</u>

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 04/12/13
 INVOICE #: 138156
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>March 2013 Claims Administration Services</i>

Project Database	\$ 4,597.65
Project Management	11,026.19
Technical Consulting	1,046.15
Initial Notice	37.50
Claim Forms Submitted (516 @ \$0.15 each)	77.40
Email Notification	252.39
Follow-Up Notice	364.43
Print & Mail	35.09
Address traces	172.00
Document Receipting	332.64
Scanning	4,406.94
Correspondence/Admin Mail	2,889.50
Data Capture	63.18
Return Mail Processing	45.90
Claims Validation & Audits	81,980.86
Deficiency Claim Processing	6,243.40
Deficiency Notification	8,037.40
Mailroom & Data Capture Management	151.20
Call Center Training	254.80
Call Center Support	3,446.50
	SUBTOTAL 125,461.12
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	3,290.78
Postage/Federal Express	4,784.06
Shredding/Storage	190.66
Other/Supplies	6.25
Photocopies/Faxing/Printing	94.20
Address Traces	12.65
Website Hosting	275.00
	SUBTOTAL 8,653.60
	TOTAL INVOICE \$ 134,114.72
	OUTSTANDING INVOICE(s) \$ 135,579.46
	TOTAL DUE \$ 269,694.18

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 05/13/13
 INVOICE #: 138242
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>April 2013 Claims Administration Services</i>

Project Database	\$ 6,254.45
Project Management	11,147.25
Technical Consulting	792.65
Follow-Up Notice	1,278.83
Claim Forms Submitted (1,211 @ \$0.15 each)	181.65
Print & Mail	90.75
Website Modification	2,406.00
Document Receipting	361.26
Scanning	3,816.12
Correspondence/Admin Mail	2,165.80
Data Capture	319.38
Return Mail Processing	79.92
Claims Validation & Audits	101,268.44
Deficiency Claim Processing	6,501.53
Deficiency Notification	1,028.60
Mailroom & Data Capture Management	261.90
Call Center Scripting	140.24
Call Center Support	4,259.40
	SUBTOTAL

142,354.17

Expenses: Other Charges and Out-of-Pocket Costs

Print and Mail Notice	3,624.48
Call Center/Telecommunications	4,231.19
Postage/Federal Express	801.75
Shredding/Storage	94.00
Other/Supplies	12.50
Photocopies/Faxing/Printing	688.00
Website Hosting	275.00
	SUBTOTAL

9,726.92

TOTAL INVOICE \$ 152,081.09

OUTSTANDING INVOICE(s) \$ 71,469.45

TOTAL DUE \$ 223,550.54

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 06/06/13
 INVOICE #: 138302
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect May 2013 Claims Administration Services</i>

Project Database	\$ 3,133.05
Project Management	7,477.60
Technical Consulting	654.70
Document Receipting	408.24
Claim Forms Submitted (1,988 @ \$0.15 each)	298.20
Scanning	1,135.08
Correspondence/Admin Mail	1,524.20
Data Capture	305.32
Return Mail Processing	29.70
Claims Validation & Audits	87,634.82
Deficiency Claim Processing	17,425.25
Deficiency Notification	880.97
Mailroom & Data Capture Management	135.54
Call Center Support	5,632.00
	SUBTOTAL 126,674.67
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	3,207.30
Postage/Federal Express	562.82
Shredding/Storage	180.69
Photocopies/Faxing/Printing	277.20
Website Hosting	275.00
	SUBTOTAL 4,503.01
	TOTAL INVOICE \$ 131,177.68
	OUTSTANDING INVOICE(S) \$ 152,081.09
	TOTAL DUE \$ 283,258.77

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 07/17/13
 INVOICE #: 138403
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>June 2013 Claims Administration Services</i>

Project Database	\$ 882.60
Project Management	11,916.58
Technical Consulting	262.60
Print & Mail	60.50
Address Trace	205.15
Supplemental Notice	806.52
Website Modification	1,844.20
Document Receipting	308.34
Claim Forms Submitted (468 @ \$0.15 each)	70.20
Scanning	296.46
Correspondence/Admin Mail	1,552.60
Data Capture	873.44
Return Mail Processing	31.86
Claims Validation & Audits	93,490.29
Deficiency Claim Processing	17,563.10
Deficiency Notification	2,217.04
Mailroom & Data Capture Management	84.74
Call Center Scripting	576.00
Call Center Support	5,691.28
	SUBTOTAL
	138,733.50
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	2,944.44
Postage/Federal Express	5,483.51
Shredding/Storage	173.40
Other/Supplies	50.00
Photocopies/Faxing/Printing	29.00
Printing	1,541.31
Address Traces	132.25
Website Hosting	275.00
	SUBTOTAL
	10,628.91
	TOTAL INVOICE
	\$ 149,362.41
	OUTSTANDING INVOICE(s)
	\$ 283,258.77
	TOTAL DUE
	\$ 432,621.18

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589

PAYMENT TERMS: NET DUE UPON RECEIPT



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 08/14/13
 INVOICE #: 138486
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect July 2013 Claims Administration Services</i>

Project Database	\$ 3,743.40
Project Management	7,655.90
Technical Consulting	445.70
Address Trace	177.10
Website Modification	240.10
Document Recepting	295.38
Claim Forms Submitted (448 @ \$0.15 each)	67.20
Scanning	353.16
Correspondence/Admin Mail	3,876.50
Data Capture	1,095.30
Return Mail Processing	133.38
Claims Validation & Audits	55,321.66
Deficiency Claim Processing	18,810.30
Deficiency Notification	894.60
Mailroom & Data Capture Management	82.08
Call Center Training	46.80
Call Center Support	5,994.60
	SUBTOTAL 99,233.16
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	3,793.46
Postage/Federal Express	8.18
Shredding/Storage	107.58
Photocopies/Faxing/Printing	2,286.80
Address Traces	132.25
Website Hosting	275.00
	SUBTOTAL 6,603.27
	TOTAL INVOICE \$ 105,836.43

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 09/16/13
 INVOICE #: 138593
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>August 2013 Claims Administration Services</i>

Project Database	\$ 2,554.53
Project Management	12,999.73
Technical Consulting	445.90
Email Notification	156.20
Website Modification	545.60
Document Receipting	115.02
Claim Forms Submitted (355 @ \$0.15 each)	53.25
Scanning	174.96
Correspondence/Admin Mail	2,179.50
Data Capture	2,400.84
Return Mail Processing	17.28
Claims Validation & Audits	24,047.22
Deficiency Claim Processing	11,221.00
Deficiency Notification	9,792.55
Mailroom & Data Capture Management	83.16
Call Center Support	3,972.36
SUBTOTAL	70,759.10
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	4,863.75
Postage/Federal Express	866.41
Shredding/Storage	785.86
Photocopies/Faxing/Printing	530.00
Website Hosting	275.00
SUBTOTAL	7,321.02
TOTAL INVOICE	\$ 78,080.12
OUTSTANDING INVOICE(S)	\$ 105,836.43
TOTAL DUE	\$ 183,916.55

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 10/16/13
 INVOICE #: 138699
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>September 2013 Claims Administration Services</i>

Project Database	\$ 849.30
Project Management	9,917.06
Technical Consulting	520.70
Website Modification	3,605.00
Document Receipting	252.72
Claim Forms Submitted (556 @ \$0.15 each)	83.40
Scanning	606.96
Correspondence/Admin Mail	2,322.00
Data Capture	7,025.80
Return Mail Processing	48.06
Claims Validation & Audits	16,614.04
Deficiency Claim Processing	5,976.90
Mailroom & Data Capture Management	43.74
Call Center Support	1,824.78
	SUBTOTAL 49,690.46
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	4,581.99
Postage/Federal Express	275.64
Shredding/Storage	767.28
Photocopies/Faxing/Printing	358.60
Website Hosting	275.00
	SUBTOTAL 6,258.51
	TOTAL INVOICE \$ 55,948.97
	OUTSTANDING INVOICE(s) \$ 183,916.55
	TOTAL DUE \$ 239,865.52

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 11/14/13
 INVOICE #: 138779
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>October 2013 Claims Administration Services</i>

Project Database	\$ 1,859.01
Project Management	4,014.24
Technical Consulting	435.30
Follow-Up Notice	746.50
Address Trace	93.89
Document Receipting	126.36
Claim Forms Submitted (561 @ \$0.15 each)	84.15
Scanning	82.08
Correspondence/Admin Mail	1,862.50
Data Capture	227.62
Return Mail Processing	12.96
Claims Validation & Audits	33,091.46
Deficiency Claim Processing	12,879.34
Deficiency Notification	1,267.21
Mailroom & Data Capture Management	81.54
Call Center Support	409.74
	SUBTOTAL
	57,273.90
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	2,685.89
Postage/Federal Express	1.24
Shredding/Storage	745.97
Photocopies/Faxing/Printing	507.20
Address Trace	42.55
Website Hosting	480.14
	SUBTOTAL
	4,462.99
	TOTAL INVOICE
	\$ 61,736.89

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:
 P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 12/17/13
 INVOICE #: 138852
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>November 2013 Claims Administration Services</i>

Project Database	\$ 32.00
Project Management	5,381.98
Technical Consulting	56.40
Initial Notice	177.66
Follow-Up Notice	35.25
Website Modification	56.40
Document Receipting	124.74
Claim Forms Submitted (468 @ \$0.15 each)	70.20
Scanning	136.08
Correspondence/Admin Mail	2,925.00
Data Capture	8,327.08
Return Mail Processing	10.80
Claims Validation & Audits	21,639.74
Deficiency Claim Processing	2,037.50
Deficiency Notification	249.95
Mailroom & Data Capture Management	24.30
Call Center Support	340.26
	SUBTOTAL 41,625.34
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	3,123.34
Postage/Federal Express	1,321.87
Shredding/Storage	830.92
Photocopies/Faxing/Printing	322.80
Website Hosting	275.00
	SUBTOTAL 5,873.93
	TOTAL INVOICE \$ 47,499.27

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:
 P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 01/14/14
 INVOICE #: 138938
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>December 2013 Claims Administration Services</i>

Project Database	\$ 689.20
Project Management	3,806.02
Technical Consulting	261.70
Document Recepting	97.74
Claim Forms Submitted (759 @ \$0.15 each)	113.85
Scanning	66.96
Correspondence/Admin Mail	1,873.30
Data Capture	8,133.68
Return Mail Processing	36.00
Claims Validation & Audits	12,830.88
Deficiency Claim Processing	2,287.50
Mailroom & Data Capture Management	70.06
Call Center Support	247.84
	SUBTOTAL
	30,514.73
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	2,114.74
Postage/Federal Express	39.18
Shredding/Storage	836.93
Other/Supplies	25.00
Photocopies/Faxing/Printing	92.20
Post Office Box Rental	570.00
Website Hosting	535.35
	SUBTOTAL
	4,213.40
	TOTAL INVOICE
	\$ 34,728.13
	OUTSTANDING INVOICE(s)
	\$ 47,499.27
	TOTAL DUE
	\$ 82,227.40

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 02/21/14
 INVOICE #: 14-8008
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>January 2014 Claims Administration Services</i>

Project Database	\$ 592.80
Project Management	6,095.29
Technical Consulting	420.80
Document Receipting	249.15
Claim Forms Submitted (1,358 @ \$0.15 each)	203.70
Scanning	245.30
Correspondence/Admin Mail	2,967.78
Data Capture	5,204.00
Claims Validation & Audits	12,541.58
Deficiency Claim Processing	3,209.70
Deficiency Notification	5,316.57
Mailroom & Data Capture Management	58.30
Call Center Training	194.91
Call Center Support	506.24
	SUBTOTAL 37,806.12
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	3,140.20
Postage/Federal Express	1,210.85
Shredding/Storage	937.83
Other/Supplies	3.10
Photocopies/Faxing/Printing	59.30
Website Hosting	300.00
	SUBTOTAL 5,651.28
	TOTAL INVOICE \$ 43,457.40

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 03/27/14
 INVOICE #: 14-8111
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>February 2014 Claims Administration Services</i>

Pre-Matter Planning	\$ 129.00
Project Database	1,050.50
Project Management	5,111.57
Technical Consulting	266.90
Email Notification	67.62
Follow-Up Notice	1,770.75
Document Receipting	342.78
Claim Forms Submitted (1,264 @ \$0.15 each)	189.60
Scanning	1,219.16
Correspondence/Admin Mail	2,611.00
Data Capture	4,551.04
Claims Validation & Audits	27,850.11
Deficiency Claim Processing	2,663.46
Deficiency Notification	4,941.41
Mailroom & Data Capture Management	203.20
Call Center Training	526.33
Call Center Scripting	1,068.81
Call Center Support	1,317.81
	SUBTOTAL
	55,881.05
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	2,622.27
Postage/Federal Express	1,244.78
Shredding/Storage	24.75
Photocopies/Faxing/Printing	104.60
Printing	700.00
Address Traces	98.50
Website Hosting	300.00
	SUBTOTAL
	5,094.90
	TOTAL INVOICE
	\$ 60,975.95

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 04/21/14
 INVOICE #: 14-8190
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>March 2014 Claims Administration Services</i>

Project Database	\$ 676.30
Project Management	5,256.98
Technical Consulting	549.90
Email Notification	1,888.79
Follow-Up Notice	2,172.00
Print & Mail	323.89
Supplemental Notice	2,489.15
Website - Dynamic	485.00
Website Modification	435.00
Electronic Claim Processing	76.00
Document Receipting	369.05
Claim Forms Submitted (382 @ \$0.15 each)	57.30
Scanning	1,844.41
Correspondence/Admin Mail	4,098.59
Data Capture	1,248.40
Return Mail Processing	205.80
Claims Validation & Audits	22,591.47
Deficiency Claim Processing	2,298.90
Deficiency Notification	8,551.44
Mailroom & Data Capture Management	50.60
Call Center Scripting	150.57
Call Center Support	798.28
SUBTOTAL	56,617.82

Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	3,062.29
Postage/Federal Express	2,365.33
Shredding/Storage	989.66
Other/Postcards	1,419.50
Photocopies/Faxing/Printing	1,228.50
Address Traces	44.50
Website Hosting	300.00
SUBTOTAL	9,409.78

TOTAL INVOICE \$ 66,027.60

OUTSTANDING INVOICE(s) \$ 60,975.95

TOTAL DUE \$ 127,003.55

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 05/14/14
 INVOICE #: 14-8162
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>April 2014 Claims Administration Services</i>

Project Database	\$ 995.50
Project Management	5,474.00
Technical Consulting	322.50
Initial Notice	186.98
Email Notification	149.94
Follow-Up Notice	1,345.85
Print & Mail	59.80
Website - Dynamic	229.50
Website Modification	440.50
Document Receipting	209.00
Claim Forms Submitted (328 @ \$0.15 each)	49.20
Scanning	376.29
Correspondence/Admin Mail	5,624.67
Data Capture	4,231.30
Claims Validation & Audits	38,082.35
Deficiency Claim Processing	4,392.45
Deficiency Notification	6,809.53
Mailroom & Data Capture Management	94.76
Call Center Support	3,479.69
SUBTOTAL	72,553.81

Expenses: Other Charges and Out-of-Pocket Costs	
Email Blast (210,852 @ \$0.03)	6,325.56
Call Center/Telecommunications	2,644.62
Postage/Federal Express	246.85
Shredding/Storage	992.19
Printing	701.02
Address Traces	120.50
Website Hosting	300.00
SUBTOTAL	11,330.74

TOTAL INVOICE \$ 83,884.55

OUTSTANDING INVOICE(S) \$ 127,003.55

TOTAL DUE \$ 210,888.10

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 06/12/14
 INVOICE #: 14-8348
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>May 2014 Claims Administration Services</i>

Project Database	\$ 702.10
Project Management	7,786.00
Technical Consulting	90.50
Website Modification	115.40
Document Receipting	437.20
Claim Forms Submitted (233 @ \$0.15 each)	34.95
Scanning	414.71
Correspondence/Admin Mail	3,692.00
Data Capture	4,320.30
Claims Validation & Audits	33,514.00
Deficiency Claim Processing	7,774.90
Mailroom & Data Capture Management	43.45
Call Center Support	1,057.60
	SUBTOTAL <u>59,983.11</u>
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	1,517.59
Postage/Federal Express	201.97
Shredding/Storage	132.75
Photocopies/Faxing/Printing	70.30
Address Traces	6.00
Website Hosting	300.00
	SUBTOTAL <u>2,228.61</u>
	TOTAL INVOICE <u>\$ 62,211.72</u>

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 07/18/14
 INVOICE #: 14-5197
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>June 2014 Claims Administration Services</i>

Project Database	\$ 710.70
Project Management	5,723.10
Technical Consulting	427.90
Website Setup	118.11
Website Modification	479.85
Document Receipting	527.19
Claim Forms Submitted (259 @ \$0.15 each)	38.85
Scanning	284.89
Correspondence/Admin Mail	3,757.00
Data Capture	2,888.45
Claims Validation & Audits	31,190.00
Deficiency Claim Processing	12,872.69
Mailroom & Data Capture Management	90.15
Call Center Support	1,358.54
	SUBTOTAL 60,467.42

Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	1,577.33
Postage/Federal Express	24.40
Post Office Box Rental	609.00
Shredding/Storage	132.75
Photocopies/Faxing/Printing	109.40
Website Hosting	300.00
	SUBTOTAL 2,752.88

TOTAL INVOICE \$ 63,220.30

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 08/22/14
 INVOICE #: 14-5605
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>July 2014 Claims Administration Services</i>

Project Database	\$ 294.80
Project Management	9,169.70
Technical Consulting	232.80
Website Modification	1,524.00
Document Receipting	123.20
Scanning	152.06
Correspondence/Admin Mail	3,133.00
Data Capture	76.45
Claims Validation & Audits	52,951.80
Deficiency Claim Processing	11,070.50
Mailroom & Data Capture Management	62.80
Call Center Support	4,806.96
SUBTOTAL	83,598.07

Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	9,156.44
Postage/Federal Express	217.81
Post Office Box Rental	
Shredding/Storage	1,098.97
Photocopies/Faxing/Printing	565.60
Address Traces	275.00
Website Hosting	300.00
SUBTOTAL	11,613.82

TOTAL INVOICE \$ 95,211.89

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589



Invoice

625 MARQUETTE AVENUE, SUITE 880
 MINNEAPOLIS, MN 55402
 P 612.359.2000 | F 612.359.2050
 WWW.RUSTCONSULTING.COM
 FEDERAL ID #: 41-1813634

DATE: 09/05/14
 INVOICE #: 14-5716
 MATTER #: 8292

TO: Francis O. Scarpulla
 Zelle Hofmann Voelbel & Mason LLP
 44 Montgomery Street
 Suite 3400
 San Francisco, CA 94104
fscarpulla@zelle.com
jdc@coopkirk.com

PROJECT
<i>LCD Indirect</i>
<i>August 2014 Claims Administration Services</i>

Project Database	\$ 2,823.30
Project Management	17,828.46
Technical Consulting	479.80
Website Modification	136.50
Document Receipting	246.40
Scanning	409.20
Correspondence/Admin Mail	2,763.60
Data Capture	68.75
Claims Validation & Audits	66,744.50
Deficiency Claim Processing	8,228.87
Mailroom & Data Capture Management	92.40
Call Center Support	8,005.19
Bank Account Mgmt/Tax Reporting	792.00
	SUBTOTAL
	108,618.97
Expenses: Other Charges and Out-of-Pocket Costs	
Call Center/Telecommunications	5,698.18
Postage/Federal Express	777.01
Shredding/Storage	1,104.78
Photocopies/Faxing/Printing	6,424.14
Website Hosting	300.00
	SUBTOTAL
	14,304.11
	TOTAL INVOICE
	\$ 122,923.08

PAYMENT TERMS: NET DUE UPON RECEIPT

WIRE INFORMATION

ACCOUNT #: 8093434387
 ABA/ROUTING # WIRE or ACH: 111014325
 BANK: BANK OF TEXAS, DALLAS, TX 75225
 BANK CONTACT: MAYRA LANDEROS 214.987.8817
 REFERENCE: INVOICE NUMBER

RUST

PAYMENT MAILING ADDRESS:

P O BOX 142589
 DRAWER #9051
 Irving, TX 75014-2589

INVOICE # 4442

*In Re TFT-LCD (Flat Panel) Antitrust Litigation*

Date: 1/30/2012
Terms: On Receipt
Job: 1913

Bill To:

Francis Scarpulla
 Zelle Hofmann Voelbel & Mason, LLP
 44 Montgomery Street, Suite 3400
 San Francisco, CA 94104

Paid Media Components

Print Media**Magazine(s)**

	Insertions
<i>Newsweek</i>	1
<i>People</i>	1
<i>People</i>	1
<i>Sports Illustrated</i>	1
<i>Time</i>	1

Newspaper(s)

<i>El Nuevo Dia</i>	1
<i>El Vocero</i>	1
<i>New York Times (Sunday)</i>	1
<i>Pacific Daily News (Guam)</i>	1
<i>Primera Hora</i>	1
<i>Saipan Tribune</i>	1
<i>Samoa News</i>	1
<i>St. Croix Avis</i>	1
<i>St. Johns Trade Winds</i>	1
<i>Virgin Islands Daily News</i>	1
<i>Wall Street Journal</i>	1

Newspaper Supplement(s)

<i>Parade</i>	1
<i>USA Weekend</i>	1

Broadcast Media**TV**

	Estimated Frequency
<i>Broadcast Network/Cable</i>	21

Online Media**Web**

	Estimated Impressions
<i>24/7 Network</i>	127,585,000
<i>Facebook.com</i>	128,488,000
<i>macworld (Online)</i>	625,000
<i>Microsoft Media Network</i>	50,701,000
<i>NetShelter Tech Network</i>	12,000,000
<i>PCMag.com</i>	2,500,000
<i>pcworld (Online)</i>	625,000
<i>Quadrant One</i>	23,076,000
<i>Specific Media</i>	33,333,000

Paid Media Components Total: \$2,836,618.34

Other Program Components

<i>Earned Media: Blog Outreach</i>	\$400.00
<i>Earned Media: Press Release Creation and Distribution (National)</i>	\$1,550.00
<i>Earned Media: Social Post</i>	\$150.00
<i>Keyword Search Campaign (billed at actual cost)</i>	\$5,000.00
<i>Keyword Search Campaign: set-up and management fee</i>	\$750.00
<i>Misc. Expenses: Flat fee (shipping/copying/telecom/tearsheet scanning)</i>	\$250.00
<i>Notice Materials: Translations</i>	\$2,700.00
<i>Production and Distribution: Print Ad</i>	\$1,050.00
<i>Production and Distribution: TV Spot</i>	\$9,050.00
<i>Production and Distribution: Web Ad</i>	\$1,050.00
<i>RSS feed</i>	\$10,500.00
<i>Text Messaging (billed at \$.08/text)</i>	\$750.00
<i>Text Messaging: set-up and management fee</i>	\$2,000.00

Other Program Components Total: \$35,200.00

Current Total Due

\$2,871,818.34

Payment Instructions**Wire Payment to:**

ABA/Routing # (Wire or ACH): 111014325
 Account#: 8093434332
 Account Name: Kinsella Media, LLC
 Reference #: 4442
 Bank: Bank of Texas
 Bank Contact: Mayra Landeros - 214.987.8817
 Federal Tax ID: 52-2301194

Or Mail Payment to:

Kinsella Media, LLC
 Attn: Accounts Receivable
 2120 L Street NW, Suite 860
 Washington, DC 20037

INVOICE # 4497*In re TFT-LCD (Flat Panel) Antitrust Litigation*

Job: 2439
Date: 7/25/2012
Due Date: 8/3/2012

Bill To:

Josef Cooper
 Cooper & Kirkham, P.C.
 655 Montgomery Street, 17th Floor
 San Francisco, California 94111

Paid Media Components**Print Media****Magazine(s)**

	Insertions
<i>Newsweek</i>	1
<i>People</i>	1
<i>People</i>	1
<i>Sports Illustrated</i>	1
<i>Time</i>	1

Newspaper(s)

<i>El Nuevo Dia</i>	1
<i>El Vocero</i>	1
<i>New York Times (Sunday)</i>	1
<i>Pacific Daily News (Guam)</i>	1
<i>Primera Hora</i>	1
<i>Saipan Tribune</i>	1
<i>Samoa News</i>	1
<i>St. Croix Avis</i>	1
<i>St. Johns Trade Winds</i>	1
<i>Virgin Islands Daily News</i>	1
<i>Wall Street Journal</i>	1

Newspaper Supplement(s)

<i>Parade</i>	1
<i>USA Weekend</i>	1

Broadcast Media**TV**

<i>Broadcast Network/Cable</i>	Estimated Frequency
	21

Online Media**Web**

<i>24/7 Network</i>	Estimated Impressions
<i>Facebook.com</i>	154,693,756
<i>macworld (Online)</i>	437,261,431
<i>macworld (Online)</i>	469,792
<i>Microsoft Media Network</i>	157,000
<i>NetShelter Tech Network</i>	51,346,436
<i>PCMag.com</i>	12,008,501
<i>pcworld (Online)</i>	2,508,138
<i>pcworld (Online)</i>	468,000
<i>Pheedo (RSS Feed Advertising)</i>	158,777
<i>Quadrant One</i>	2,200,427
<i>Specific Media</i>	26,816,507
	45,395,768

Paid Media Components Total: \$2,907,932.74

Other Program Components

<i>Earned Media: Blog Outreach</i>	\$800.00
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INVOICE # 4497

<i>Earned Media: Flex Release</i>	\$2,200.00
<i>Earned Media: Social Post</i>	\$150.00
<i>Google Content Network (banner ads)</i>	\$10,000.00
<i>Keyword Search Campaign: KM To Bill Actual Cost</i>	\$15,000.00
<i>Keyword Search Campaign: Set-up and Management Fee</i>	\$750.00
<i>Production and Distribution: Print Ad</i>	\$1,050.00
<i>Production and Distribution: TV Spot</i>	\$9,050.00
<i>Production and Distribution: Web Ad</i>	\$1,050.00
Other Program Components Total:	\$40,050.00

Current Total Due**\$2,947,982.74****Payment Instructions****Wire Payment to:**

ABA/Routing #(Wire or ACH): 111014325
 Account#: 8093434332
 Account Name: Kinsella Media, LLC
 Reference #: 4497
 Bank: Bank of Texas
 Bank Contact: Mayra Landeros - 214.987.8817
 Federal Tax ID: 52-2301194

Or Mail Payment to:

SourceHOV
 Attn: Accounts Receivable
 2200 Chemsearch Blvd.
 Drawer #9065
 Irving, Texas 75062

**INVOICE # 4531***In re TFT-LCD (Flat Panel) Antitrust Litigation*

Job: 2508
Invoice Date: 10/17/2012
Terms: On Receipt

Bill To:

Josef Cooper
 Cooper & Kirkham, P.C.
 655 Montgomery Street, 17th Floor
 San Francisco, CA 94111

Paid Media Components

Online Media	Estimated Impressions
Internet - 22 Networks/Sites	71,090,857
<i>24/7 Network</i>	
<i>adconion network</i>	
<i>AOL Media Network</i>	
<i>Burst Media</i>	
<i>Casale Media</i>	
<i>CBS Interactive</i>	
<i>CNET</i>	
<i>CNN.com</i>	
<i>Collective</i>	
<i>ESPN.com</i>	
<i>Hulu</i>	
<i>JumpTap - Tablet Advertising</i>	
<i>Microsoft Media Network</i>	
<i>Millennial Media - Tablet</i>	
<i>NBC Universal Audience Platform</i>	
<i>NetShelter Tech Network</i>	
<i>Owner's IQ</i>	
<i>PCMag.com</i>	
<i>Quadrant One</i>	
<i>RMM Network</i>	
<i>Time Access</i>	
<i>Yahoo! Network</i>	
Paid Media Components Total:	\$454,981.00

Other Program Components

Earned Media: Multimedia News Release (National)	\$56,500.00
Earned Media: Pitch Team	\$20,000.00
New Media: Promoted Stories	\$1,000.00
Earned Media: Video Production	\$6,000.00
Production and Distribution: Web Ad	\$15,000.00
Other Program Components Total:	\$98,500.00

Current Total Due**\$553,481.00****Payment Instructions****Wire Payment to:**

ABA/Routing # (Wire or ACH): 111014325
 Account#: 8093434332
 Account Name: Kinsella Media, LLC
 Reference #: 4531
 Bank: Bank of Texas
 Bank Contact: Mayra Landeros - 214.987.8817
 Federal Tax ID: 52-2301194

Or Mail Payment to:

SourceHOV
 Attn: Accounts Receivable
 2200 Chemsearch Blvd
 Drawer # 9065
 Irving, TX 75062

Exhibit C

**PREPARED FOR:**

LCD Indirect - Estimate to Complete
September 10, 2014

PREPARED BY:

Robin Niemiec
(561) 253-7731
rniemiec@rustconsulting.com

**PROPOSAL
SUMMARY**

Estimated Class Size	233,474
Project Cost	
Claimant Communications	\$41,456
Distribution and Tax Reporting	260,558
Fees	33,200
Expenses	22,500
Total Project Cost	\$357,714

**THANK YOU FOR
CONSIDERING RUST
CONSULTING AS YOUR
SETTLEMENT
ADMINISTRATOR. WE
APPRECIATE THE
OPPORTUNITY TO
SUBMIT THIS
PROPOSAL.**

**SETTLE WITH
THE BEST****EXPERTS IN YOUR PRACTICE AREA**

Our experienced staff is organized to meet your needs. Our practice areas include antitrust, consumer, finance, insurance and healthcare, labor and employment, product liability, securities, and government services.

DATA SECURITY

Our internal data and system security practices meet or exceed today's exacting industry standards. We have received system accreditation under the Federal Information Security Management Act (FISMA), comply with and adhere to Safe Harbor Principles, and undergo an annual SSAE 16 SOC 1 Type II Report audit of our data security and information technology controls designed to demonstrate our substantial level of data and system security.

OUR APPROACH MEETS YOUR NEEDS

Our client-focused, problem-solving approach minimizes costs, maximizes results and ensures excellence from start to finish. Avoid unplanned costs and delays by consulting with us before the settlement is complete.

PREPARED FOR:
LCD Indirect - Estimate to Complete
September 10, 2014

PREPARED BY:
Robin Niemiec
(561) 253-7731
rniemiec@rustconsulting.com



KEY ASSUMPTIONS USED TO PREPARE THIS PROPOSAL

Claimant Communications			
Correspondence Received	250		
Call Center			
Number of Call Center Contacts	3,502	1.5%	
Number of Calls in IVR System	3,502	100.0%	
Number Reaching CSR	2,802	80.0%	
Connect Minutes per Call - IVR	2		
Connect Minutes per Call - CSR	5		
Payments	233,474		
Forwarded Checks	47	0.02%	
Undeliverable Checks	2,335	1.0%	
Re-Mailed Checks	1,751	75.0%	
Reissued Checks Requested by Claimaint	1,167	0.5%	

STANDARD HOURLY RATES (Subject to Change)

Vice President	\$255-450
Senior Project Administrator	\$195-215
Project Manager	\$93-180
Technical Consultant	\$96-242
Call Center/Processing Manager	\$170
Call Center/Processing Supervisor	\$96
Customer Service Representative (CSR)	\$53
Processor	\$55
Other	\$55-242

Claimant Communications

CORRESPONDENCE

Email Update to Claimants	211,000	Emails	0.03	6,330
Receipt, Scan and Process	50	Hours	100	5,000

CALL CENTER

Draft Scripting, Coordination and Reports	25	Hours	165	4,125
Call Center Management - Blended Rate	29	Hours	110	3,211
CSR Training	22	Hours	53	1,157
Telephone Support	292	Hours	53	15,469
Interactive Voice Response (Automated Q&A)	7,004	Minutes	0.52	3,642
800# Charges	21,013	Minutes	0.12	2,522

SUBTOTAL \$41,456

Distribution and Tax Reporting

FUND DISTRIBUTION

CASS/NCOA/LACS Processing	1	One-Time Fee	300	300
Draft and Finalize Distribution Declaration	40	Hours	165	6,600
Final Claims Review/Claim Validation	60	Hours	165	9,900
Fund Distribution Coordination and Reports	20	Hours	165	3,300
Create Distribution Files, Quality Control (9 Files)	20	Hours	170	3,400
Print and Mail Payments	233,474	Payments	0.30	70,042
Postage - Award Payments	233,474	Payments	0.40	93,390
Check Processing Charges ¹	233,474	Payments	0.20	46,695
Account Reconciliation (1 hour/month)	9	Months	155	1,395
Monthly Bank Account Fee	9	Months	200	1,800

PREPARED FOR:

LCD Indirect - Estimate to Complete
September 10, 2014

PREPARED BY:

Robin Niemiec
(561) 253-7731
rniemiec@rustconsulting.com

**REISSUE PROCESSING/BANKING**

Manage Reissue Process, Resolve Issues	60	Hours	125	7,500
Receive Undeliverable Payments and Update Database	2,381	Payments	0.40	953
Address Trace	2,335	Traces	1.25	2,918
Print and Mail Reissue Payments (6 Batches)	2,965	Payments	2.50	7,413
Postage	2,965	Payments	0.49	1,453

TAX REPORTING

Annual Fee -QSF Income Tax Reporting	2	Years	1,750	3,500
			SUBTOTAL	\$260,558

▲ Fees²

Project Management - Blended Rate	160	Hours	165	26,400
Technical Consulting - Blended Rate	40	Hours	170	6,800
			SUBTOTAL	\$33,200

▲ Expenses

Other Charges and Out-of-pocket Costs ³	9	Months	2500	22,500
			SUBTOTAL	\$22,500

Total Estimated Cost **\$357,714**

1. Check Processing Charge includes bank activities (electronic clearing, exchange of positive pay files, payment voiding, and online portal usage) and positive pay file review including exception handling. Exceptions occur when the check number and amount shown on payments presented to the bank do not match the original payment file and may arise from check scanning errors, fraud attempts, etc.

2. Fees are estimated and will be billed on actual time expended based on the rates found in the current standard Hourly Rates. The rates included in the estimate are a blended estimate of the rates listed above.

3. Out-of-Pocket Expenses: Includes post office box rental, overnight shipments, postage, labels, travel, long distance and other miscellaneous charges and expenses.