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1			The Hono	orable Robert S. Lasnik
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6	UNITED STATES DISTRICT COURT			
7	WESTERN DISTRICT OF WASHINGTON AT SEATTLE			
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9			7 1(11 DOI	
10	ANDREA SCHMITT; ELIZABETH MOHUNDRO; AND O.L. by and through	NO. 2:1	7-cv-1611-RSL	
11	her parents, J.L. and K.L., each on their own behalf, and on behalf of all similarly situated individuals,		RATION OF EL	IZABETH ENLUND
12	Plaintiffs,	REGA		I KOCLSSING
13	v.			
14	KAISER FOUNDATION HEALTH PLAN			
15	OF WASHINGTON; KAISER FOUNDATION HEALTH PLAN OF			
16	WASHINGTON OPTIONS, INC.; KAISER FOUNDATION HEALTH PLAN OF THE			
17	NORTHWEST; and KAISER FOUNDATION HEALTH PLAN, INC.,			
18	Defendants.			
19				
20	DECLARATION OF ELIZABETH ENLUND REGARDING CLAIMS PROCESSING			
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22	I, Elizabeth Enlund, hereby declare and state as follows:			
23 24	1. I am a Senior Settlement Project Manager employed by Epiq Class Action &			
24	Claims Solutions, Inc. ("Epiq"). I am a certified Project Management Professional (PMP) [®] and			
26	hold a Bachelor of Science degree from Portland State University. Prior to joining Epiq in 2019,			
27	I managed a variety of complex projects in highly regulated environments through the government			
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	DECLARATION OF ELIZABETH ENLUND REGARDING CLAIMS PROCESSING			

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and private sectors. The statements of fact in this declaration are based on my personal knowledge and information provided to me by my colleagues in the ordinary course of business, and if called on to do so, I could and would testify competently thereto.

2. Epiq was appointed as the Notice and Claims Processor pursuant to the Court's Amended Order: (1) Preliminarily Approving Settlement Agreement; (2) Approving Class Notice Package; and (3) Establishing a Final Settlement Approval Hearing and Process (the "Order") dated December 13, 2023, and in accordance with the Agreement to Settle Claims dated December 6, 2023, (the "Agreement").¹ I submit this Declaration in order to advise the Parties and the Court to report on Epiq's handling to date of Claims Processing and Settlement administration, in accordance with the Order and the Agreement.

3. To summarize and update my prior declaration, a total of 890,792 Notices (whether short-form or long-form, email or via US mail) were distributed. These Notices reached approximately 99.6% of the intended Notice Recipients.

SETTLEMENT WEBPAGE

4. As of April 10, 2024, the webpage established by Epiq for potential Settlement Class Members, www.KPHearingAidSettlement.com, received over 19,308 views by 9,005 unique visitors.

5. Epiq established two ways that claims could be submitted: either via the Webpage or by mailing paper claim forms. By April 10, 2024, the deadline for receipt of claims, 917 claims had been filed.

6. Although the deadline for submitting claims has passed, Epiq has maintained and will continue to maintain and update the Webpage throughout the administration of the proposed Settlement.

¹ All capitalized terms not otherwise defined in this document shall have the same meanings ascribed to them in the Agreement.

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TOLL-FREE INFORMATION LINE

7. Epiq established and is maintaining a toll-free interactive Voice Response Unit ("VRU") telephone number to provide information and accommodate inquiries from Settlement Class Notice Recipients. As of April 10, 2024, the toll-free number received 769 calls. Epiq has and will continue to maintain and update the VRU throughout the Settlement administration process. Epiq also maintains a TeleTYpe (TTY) Line for Settlement Class Notice Recipients to access using dedicated TTY hardware or accessibility technology. Live operators are available during normal business hours to assist Settlement Class Notice Recipients with inquiries. As of April 10, 2024, the TTY Line has received 0 calls.

EMAIL INBOX

8. Epiq established and maintains an email inbox, info@KPHearingAidSettlement.com for Settlement Class Notice Recipients to ask questions regarding the Settlement. As of April 10, 2024, Epiq has received a total of 397 incoming emails. Epiq will continue to maintain this inbox throughout the Settlement administration.

REQUESTS FOR EXCLUSION

9. Settlement Class Members who wished to be excluded from the Settlement were required to mail a written requests for exclusion to Epiq no later than the request for exclusion deadline of April 4, 2024. As of April 10, 2024, Epiq received five written requests for exclusion from the Settlement, although there is no indication that those five individuals had purchased hearing aids or related services while enrolled with Kaiser.

OBJECTIONS RECEIVED

10. Pursuant to Paragraph 13 of the Order, Settlement Class Members who wished to object to the Settlement were required to submit written objections to the Court no later than the

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DECLARATION OF ELIZABETH ENLUND REGARDING CLAIMS PROCESSING

objection deadline of April 4, 2024. As of April 10, 2024, Epiq is not aware of nor has received
any timely written objections to the Settlement.

COSTS OF CLASS NOTICE AND CLAIMS ADMINISTRATION

11. To date, the cost of Class Notice and Epiq's claims administration has totaled \$357,452.56. This total includes the advance deposits made by both parties' counsel totaling \$356,332. Epiq anticipates that the cost of claims administration to complete this project will total approximately \$539,301, including the cost of notifying claimants regarding their claims, addressing any arbitrations, distributing funds to Class Members, distributing funds to the designated *cy pres* organizations (if necessary), and taxes.

CLAIMS RECEIVED

12. Pursuant to 6.5 of the Agreement and paragraph 16 of the Court's Amended Order: (1) Preliminarily Approving the Settlement Agreement; (2) Approving Class Notice Package; and (3) Establishing a Final Settlement Approval Hearing and Process, Class Members who wished to make a claim were required to submit a completed Claim Form to the Notice and Claims Administrator online or via U.S. Mail, so that it was submitted no later than April 4, 2024. As of April 10, 2024, Epiq has received 925 Claim Forms for 913 unique Class Members, of which 167 were submitted by Class Notice Recipients who previously made a claim for hearing aid(s) and/or associated services during the class period. For the 925 claims received to date, 917 have been deemed timely, 8 have been deemed late, 15 are duplicative of another claim, and 11 were not eligible Settlement Class Members.²

13. The total claimed amount for timely, non-duplicate claims is \$2,695,629.29. The total claimed amount for timely and late claims is \$2,725,397.23. The dollar amounts of the claims

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² As Epiq is still receiving, reviewing, and processing timely and late claims, the claims information provided herein is subject to further analysis for eligibility and quality control, and is, therefore, preliminary at this time.

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will change once all claims have been adjudicated for verification as set in section 6.5 of the Agreement, including review of transactions and required substantiation documentation.

I declare under penalty of perjury under the laws of the United States and the State of Washington that the foregoing is true and correct and that this declaration was executed on April 11, 2024, in Tucson, Arizona.

Elizabet Enlund

Elizabeth Enlund, PMP Senior Project Manager Epiq Class Action & Claims Solutions, Inc. ("Epiq")