

**IN THE CIRCUIT COURT OF COOK COUNTY, ILLINOIS
COUNTY DEPARTMENT, CHANCERY DIVISION**

BARB LHOTA, JORGE P. NEWBERRY,
MONDUOUKPE SEYIVE BANI A MEDEGAN
FAGLA, CHRISTINA HEER, MORGAN
STRUNSKY, QIXIN CHEN, BEICHEN SHI, and
RICHARD DELANO CORNELL, individually and
On behalf of all others similarly situated,

Plaintiffs,

v.

MICHIGAN AVENUE IMMEDIATE
CARE, S.C.

Defendant.

Case No. 2022-CH-06616

Judge: Hon. Pamela McLean Meyerson

**DECLARATION OF TINA CHIANGO REGARDING
DISSEMINATION OF NOTICE TO THE CLASS AND IN SUPPORT OF
PLAINTIFFS MOTION FOR FINAL APPROVAL**

I, Tina Chiango, hereby declare under penalty of perjury pursuant to 28 U.S.C. § 1746 that the following is true and correct:

1. I am the Director of Claims Administration, Securities, and Antitrust for RG/2 Claims Administration LLC (“RG/2”), the Settlement Administrator retained in this matter, located at 30 S. 17th Street, Philadelphia, PA 19103. I am over 21 years of age and am not a party to this action. I have personal knowledge of the facts set forth herein and, if called as a witness, could and would testify competently thereto.

2. RG/2 is a full-service class action settlement administrator offering notice, claims processing, allocation, distribution, tax reporting, and class action settlement consulting services. RG/2’s experience includes the provision of notice and administration services for settlements

arising from antitrust, consumer fraud, civil rights, employment, negligent disclosure, and securities fraud allegations. Since 2000, RG/2 has administered and distributed in excess of \$1.8 billion in class action settlements.

3. RG/2 was retained by the parties and approved by the Court to serve as Settlement Administrator, which includes amongst other tasks, disseminating postcard notices to the class via first class mail; creating a case website and claims filing portal; setting up an IVR phone system for Class Members to get information regarding the Settlement; receiving and tracking requests for exclusion and objections; responding to Class Member inquiries; processing claim claims received; calculating and issuing a distribution to Class Members; and any additional tasks as the parties mutually agree upon or the Court orders RG/2 to perform.

4. On April 11, 2023, RG/2 received an excel file from Defendant's Counsel which contained 133,994 names and addresses of individuals identified as Settlement Class Members in this settlement. RG/2 reviewed the files, removed 25 duplicate records and compiled a mailing database.

5. On May 5, 2023, RG/2 arranged for the mailing of the Postcard Notice to be mailed to the 133,969 Settlement Class Members, which included a personalized Claim ID and Confirmation Code to be used when filing a Claim through the claims filing portal. A non-personalized copy of the Postcard Notice is attached hereto as **Exhibit A**.

6. Of the 133,969 Postcard Notices mailed, a total of 37,820 were returned by the USPS as undeliverable. Of those returned, 1,970 contained a forwarding address, which RG/2 used to immediately re-mail those Postcard Notices. RG/2 performed address verification searches (also referred to as "skip tracing") for those returned as undeliverable without a forwarding address. Re-mails were promptly sent to 26,276 Settlement Class Members via U.S. First Class mail at the updated addresses located via skip tracing. After these efforts, 9,574 remained

undeliverable. Based on this information, the Postcard Notice has reached 92.8% of the Class Members.

7. RG/2 created a settlement website, which went live on May 2, 2023, www.MAICincident.com. The website's homepage includes a summary of the Settlement as well as Settlement Class Member's legal rights and options. The website also included: a "Contact Us" page; a "Court Documents" page, which includes the Settlement Agreement, Motion for Preliminary Approval and Preliminary Approval; and a "Notice and Claim" page, which contained a pdf of the Long Form Notice and Claim Form, as well as a link to the claims filing portal.

8. RG/2 also had an IVR (interactive voice response) system set up using the toll free number of 800-266-1652. The IVR included various questions and answers relating to the Settlement that gave callers the ability to listen to the answers to certain questions. Callers also had an option to leave their name and phone number if they wanted to a call back. To date, a total of 100 calls have been made to the IVR.

9. As referenced in the Postcard Notice and Long Form Notice, the deadline to submit a request for Exclusion from the Settlement was June 19, 2023. To date, RG/2 has received 10 Requests for Exclusion from Class Members postmarked on or before the June 19, 2023 deadline. RG/2 also received three (3) Request for Exclusion that were postmarked after the June 19, 2023 deadline. A listing of the Class Members who Requested Exclusion as well as copies of these requests are attached hereto as **Exhibit B**.

10. Also referenced in the Class Notice, the deadline to object to the Settlement was June 19, 2023. To date, RG/2 has not received or been made aware of any Objections to the Settlement.

11. To date, RG/2 has received a total of 6,347 Claim Forms, which represents a response rate of approximately 5% of the total Class Membership list.

12. Of the 6,347 Claim Forms received, RG/2 has reviewed and made a determination to allow \$329,109.08 to date. This amount is based on: 6,159 Class Members electing for the \$50 Alternative Cash Payment; 522 allowed hours and \$8,109.08 in claimed out of pocket expense. To date, the pro rata amount that each Class Member will received is approximately 109% of their allowed claim amount. As the claims deadline has not passed yet and all deficiencies for documentation have not been resolved, RG/2 is expecting that the pro rata share amount will decrease slightly prior to making the distribution to Class Members.

I declare under penalty of perjury under the laws of the United States that to the best of my knowledge the foregoing is true and correct.

Executed on July 31, 2023 at Philadelphia, Pennsylvania.



Tina Chiango