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Attorneys for Plaintiff, on a representative basis and on behalf of all others similarly situated

SUPERIOR COURT OF THE STATE OF CALIFORNIA  
FOR THE COUNTY OF RIVERSIDE

MIRANDA OLDHAM, individually, on a  
representative basis, and on behalf of all  
others similarly situated;

Plaintiff,

vs.

TOWN HOSPICE & PALLIATIVE CARE,  
LLC, a California Limited Liability  
Company; and DOES 1 through 20, inclusive;

Defendants.

Case No.: CVRI2402951  
*[Assigned to Hon. Harold Hopp, Dept 1, for  
all purposes]*

Complaint filed: 5/24/2024



1 address is found in the NCOA database, ILYM Group will use the updated address for mailing the  
2 notice. If ILYM Group does not locate an updated address in the NCOA database, it will use the  
3 original address provided by Defendant for mailing the notice.

4 6. ILYM Group's Disbursement Process will include but is not limited to; (a) applying for  
5 case EIN; (b) establishing Qualified Settlement Fund ((QSF) Escrow Account), with administering  
6 tasks including but not limited to overview and reconciliation of account; (c) calculating the individual  
7 settlement amounts; (d) preparing, administrating, and distributing settlement award checks to the  
8 Participating Aggrieved Employees, including necessary tax forms (W2 and/or 1099); (e) calculating  
9 and withholding all applicable state and federal taxes; (f) should any disbursements be returned to  
10 ILYM Group's office as undeliverable, ILYM Group will attempt to locate an updated address using  
11 the NCOA database and/or other skip trace efforts and will promptly remail the disbursement; (g)  
12 performing other such duties as the Parties and/or the Courts direct. The above services are included  
13 in ILYM Group's initial quote. Attached hereto, as **Exhibit C**, is a true and correct copy of ILYM  
14 Group's not to exceed quote for this matter.

15 7. ILYM Group's fees associated with the administration of this settlement will not exceed:  
16 **\$3,000.00.**

17 I declare, under penalty of perjury under the laws of the State of California that the foregoing  
18 is true and correct. Executed this 6<sup>th</sup> day of August 2026, at Tustin, California.

19  
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22 Lisa Mullins  
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# **EXHIBIT “A”**

# ILYM | GROUP, Inc.

SETTLEMENT ADMINISTRATION EXPERTS

## Overview of Our Firm:

ILYM Group, Inc is a class action administration, legal notification, and direct media outlets firm. With over 20 years of combined experience, our primary commitments are to client satisfaction, cutting edge technology and data management security, seamless case management and delivery of case expectations. Because, of our adherence to these commitments, ILYM Group, Inc is a one of the fastest growing, Woman Owned Business (NAPW), in the industry and has become the go-to firm for class action administration and legal notification. ILYM Group, Inc works with the top defense and plaintiff firms across the United States.

### AREAS OF EXPERTISE:

- Wage and Hour
- FLSA
- Insurance and Health Care
- Consumer
- Finance
- ERISA
- TCPA
- Antitrust
- Securities

#### Ramirez v JC Penney.

- ERISA Case with a class size of 26,000.

#### Kruger, et al. v. Novant Health

- ERISA Case with a class size of \$32 million.

#### Abbott, et al. v. Lockheed Martin Corp.

- ERISA Case with \$62 million.

#### Jacqueline Jones vs. I.Q. Data International, Inc.

- TCPA Case with a class size of 93,993. Performed a reverse look-up to obtain Class Member information. We were able to obtain contact information for 93.82% of the Class that did not have a name or address.

#### Reza Barani vs. Wells Fargo Bank, N.A.

- TCPA Case with a class size of 82,874. Performed a reverse look-up to obtain Class Member information. We were able to obtain contact information for 87.84% of the Class that did not have a name or address.

#### Kimberly Roberts, et al. v. T.J. Maxx of CA, LLC, et al.

- Wage & Hour Case with a class size of 82,549.

#### Robert Stone, et al. v. Universal Protection Services, LP, et al.

- Wage & Hour Case with a class size of 75,351.

# ILYM | GROUP, Inc.

SETTLEMENT ADMINISTRATION EXPERTS

ILYM Group, Inc. is operational 24/7 delivering true client and class member availability. Our call center is open 24/7/365 days a year, even holidays and is full digital, automated and multilingual. ILYM Group Inc.'s mail and media center is a state-of-the-art facility, fully digital and USPS integrated. We can accommodate cases of any size, from ten class members to multi-millions. ILYM Group, Inc. prides itself on its commitment to service, quality, value pricing and availability. We've committed ourselves to being the best Class Action Administration and Notification Company in our industry. Through our years of experience, ILYM Group, Inc. is dedicated to exceeding our client's expectations.

## PRE-SETTLEMENT CONSULTATION

- **Administration Consultation:** Meeting to determine objectives and expectations by both parties. All reporting and responsibilities will be agreed upon as will the seamless process to access data. We will also discuss the opportunities to identify class members with the proposed print and web-based media for optimum reach. Additionally, all expectations and delivery of those results will be planned for and mapped accordingly.

## MAILING AND NOTIFICATION

- **Fulfillment and Correspondence:** All provided settlement information will be published via United States Postal Service (USPS first class standards) to the proposed mailing class. Notifications will include a Claim ID and how to respond, or Opt-Out, based on the stipulations.
- **Reverse Lookup:** A confidential reverse phone or reverse cell lookup will provide; owner's name, location, address history, carrier, phone type (landline or cell phone) and more. Our reverse lookup is powered by an extensive database which includes hundreds of millions of cell phone, landline, residential and unlisted number. Our software collects data from multiple data sources and carriers across the US. Our average "hit ratio" ranges from 93% - 98%.
- **Creating Class Database:** All Data is verified and filtered to eliminate duplication against the United States Postal Service (USPS) National Change of Address (NCOA) database. ILYM Group, Inc. will also certify and validate with the Coding Accuracy Support System (CASS) and Track Your Class (TYC) for zone delivery.
- **Claim Forms:** ILYM Group, Inc. will email all claim forms, whenever possible, to have accurate reporting and tracking of all class requests. Emails will contain full text claim forms.
- **Translations:** When needed, ILYM Group, Inc. will translate notices to any language needed to reach Class members.
- **Remails:** Returned mail will be scanned, re-verified and re-mailed. All returned mail is data warehoused and reported to both parties' counsels in a weekly report.

# ILYM | GROUP, Inc.

SETTLEMENT ADMINISTRATION EXPERTS

## MEDIA & INTERNET BANNER ADS

### Notice Publication

- **Legal Notices:** ILYM Group, Inc. can provide a Media Proposal to maximize reach based on quantitative and qualitative methodologies.
- **Electronic Publication (Banner Ads):** ILYM Group, Inc. will utilize Internet Banner Noticing efforts and web technologies for maximum reach via the World Wide Web.
- **Electronic Mail Notices:** ILYM Group, Inc. can email an estimated number of class members a full text notice. We are compliant with all search engines and Internet Service Providers (ISP) so that our emails are always “White List” accepted with minimal returns.
- **Reach:** Every case has its own proposed reach and exposure percentage. We filter, verify and scrub the data to improve reach results.
- **Services Included:** Analysis, Documentation, Research and Methodologies, Execution and Reporting.

## PROJECT MANAGEMENT

- **Case Notification, Maintenance and Management:** ILYM Group, Inc.’s Senior Project Managers will provide all Account Management, Pre-Consultation to Case Conclusion, Reporting and Claims Processing. Design, negotiation and implementation, upon approval, of all forms and notices, all distribution reporting and filings with the court.
- **Claims Processing:** All claims can be submitted by USPS, Internet, Fax, and Email or Online submission. Claims will be processed and recorded with matching ILYM database ID's. E-claims will have corresponding records of intake. All deficient claims will be notified via USPS and make provisions for class member to re-submit claims.
- **Call Center:** ILYM Group, Inc. will support class members with a toll-free number to get the most up-to-date case settlement information. Customer service representatives will be available 24/7/365 as will recorded messages. All class members are given the options to best serve their needs and to receive case information.
- **Internet Support:** Class members can log on to a provided website and view, print or submit information and claim forms regarding the settlement. Frequently Asked Questions (FAQ's) will be provided as well. Class members may download the claim form with mailing and fax instructions provided on the form.
- **Objection and Request for Exclusion:** All objections and request for exclusion, opt-out, will be data warehoused, dated and reported. Postmarks will serve for exclusion dating and will be forwarded to both counsels' no more than 5 days post submission. Objection will be reviewed by ILYM Group, Inc. to determine the timeliness and basis of the objection. All information will be forwarded to both parties counsel, along with any representation information from the class member, within 5 days.

# ILYM | GROUP, Inc.

SETTLEMENT ADMINISTRATION EXPERTS

## DATA ADMINISTRATION AND NETWORK SECURITY

- **Network Security:** All provided data is encrypted, stored and hosted in a Tier 4, SAS70 certified environment.
- **Database Administration:** To be developed with all electronically provided data. Class members will be assigned ILYM Group, Inc. internal tracking ID's to ensure all collected member data coincides with all received claims.

## DISTRIBUTION AND SETTLEMENT FUNDING

- **Distribution and Management:** Upon receipt of settlement funds, ILYM Group, Inc. will open a QSF Account for proceeds of the Gross Settlement Payment. The deposited funds will then be managed per the Settlement Agreement. All funds will be settled with class members and counsel along with all federal and state income tax reporting.
- **Check Printing and Mailing:** Claims processed, quantified and approved by clients, will be processed for distribution. All checks will be printed and mailed via USPS first class standards. ILYM Group, Inc. will reissue checks in accordance with the Settlement Agreement.
- **Preparation, Filing and Reporting of Taxes:** ILYM Group, Inc. will ensure taxes are filed in accordance to all federal, state and local employment tax returns. All taxes associated with the settlement will be paid on time to tax authorities. All filings and returns (e.g., 1099s, W-2s, etc.) will be done properly and timely with the appropriate authorities. All QSF steps and obligations with federal, state and/or local law will be followed.

## CASE CONCLUSION

- **Data Manager Final Report:** All database and electronic documentation will be sent in reports weekly and at the conclusion of the Administration engagement. Call center activity, e-claims, mailed, and faxed claims will be included in all reporting.
- **Project Manager Final Report:** All case and class related information will be provided on a weekly basis and at the conclusion of the Administration engagement. Mailing and media final analysis, exclusions, objections, and all other claims processing outcomes, status reports and final court documentations will be included.
- **Affidavits:** ILYM Group, Inc. will provide all affidavits in support of analysis and media reach, final approvals and settlement. Expert Testimony and Media Methodologies will be determined.
- **Document Retention:** Unless otherwise directed, ILYM Group, Inc. will destroy all undeliverable notices on the effective date of the settlement or when the case is no longer subject to appeal. ILYM Group, Inc. will correspond for one year after the final distribution or until the case is no longer subject to appeal.

# **EXHIBIT “B”**

ILYM Group, Inc. (ILYM) in conjunction with our security and Information Technology (IT) vendor(s), maintains the highest level of confidentiality of class member data. The class data and all forms of communication received by ILYM, will be held in strict confidentiality and will not be disclosed. Data provided to the administrator for purposes of notice, settlement, or award administration will be used solely for settlement implementation and for no other purpose. ILYM will set up a login for Defense Counsel to transmit the class data through our encrypted secure portal. ILYM processes adhere to the Settlement Administration Data Protection Checklist in the Northern District of California and are summarized in the tables below.

## Technical Controls

|                                                              |     |
|--------------------------------------------------------------|-----|
| Firewalls and intrusion detection/prevention systems         | Yes |
| Endpoint Detection and Response (EDR) Systems                | Yes |
| Complex Password Requirements                                | Yes |
| MultiFactor Authentication for Access to Systems and Data    | Yes |
| Malware Protection and AntiVirus                             | Yes |
| Vulnerability Scanning/Pen Testing                           | Yes |
| Data Encryption                                              | Yes |
| Key Management for access to encrypted Data                  | Yes |
| Access only provided on need-to-know basis                   | Yes |
| Security Operations Center (SOC)                             | Yes |
| Managed Detection and Response (MDR)                         | Yes |
| Security Information and Event Management (SIEM)             | Yes |
| Software Defined Global Network (SGN) with next gen firewall | Yes |

## Administrative Policies

|                                                                                                                          |           |
|--------------------------------------------------------------------------------------------------------------------------|-----------|
| Personnel and support staff risk assessment and management, including pre-hire background checks and screening processes | Yes       |
| Personnel and support staff required to enter into non-disclosure and confidentiality agreements                         | Yes       |
| Access controls to systems and data, including guidance for granting, modifying, and reviewing access rights             |           |
| Information security and privacy policy training, including policy review, best practices, and data security             | Yes       |
| No remote access to systems for Employees                                                                                | No        |
| Exit interviews/confirmation that terminated/departed employees are immediately cut off from access                      | Yes       |
| Robust audits of data privacy policies by third-party vendors                                                            | Yes       |
| Accreditation in accordance with ISO 27001 and SOC2 (among the industry standards listed below)                          | Compliant |
| Disclosure of external certifications and any notice of expiration                                                       | Yes       |

## Crisis and Risk Management

|                                                                                                                                                                        |                                                                                               |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|
| Incident response/disaster plan for immediate response to security incidents such as data breach.                                                                      | Yes                                                                                           |
| Process and timing for notification to attorneys, claimants, and other stakeholders of a data breach and consideration of resources and/or remedies to provide thereto | Yes                                                                                           |
| Vendor management program that determines and defines requirements to manage risk associated with outsourcing                                                          | Core Vendors are limited and have been vetted. New program being implemented as part of SOC 2 |

## Physical Access Controls

|                                                                                                                                                                   |                                                                                  |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Physical Access Security<br>Security Guards<br>Access Cards to facilities with assignment of identification card subject to approval and review<br>Logs of Access | Logs and “codes”<br>No cards – just codes<br>No security guards<br>Logs are kept |
| Alarm Systems                                                                                                                                                     | Yes                                                                              |
| CCTV recording Systems                                                                                                                                            | Yes                                                                              |

## Data Collection and Retention

|                                                                                                                                                                                                                                                                                                                 |     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Minimization of collection of personally identifiable information, e.g., social security numbers and banking information                                                                                                                                                                                        | Yes |
| Data collection only required to extent necessary for settlement administration                                                                                                                                                                                                                                 | Yes |
| Various methods for ensuring data protection and security of Data classification (including implementation of appropriate safeguards to protect from theft, loss, and/or unauthorized disclosure, use, access, destruction)<br>Compliance with applicable laws and regulations (see below) Secure data transfer | Yes |

## Data Destruction

|                                                                                                                                                                    |     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Preservation of data only for so long as required for administration of the settlement and any relevant reporting required following the payments or distributions | Yes |
| Secure data destruction (e.g., 6 months – 1 year or when no longer required)                                                                                       | Yes |
| Physical media (e.g., paper, CDs) shredded or destroyed to point where they cannot be reconstructed                                                                | Yes |
| Destruction of all derivative copies and/or back-ups                                                                                                               | Yes |

## Applicable Laws, Standards, and Other Regulation

|                                                                                                                                                                                  |     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Industry standards: National Institute of Standards and Technology (NIST), HIPAA, FISMA, System and Organization Controls (SOC1 and SOC2) or more advanced assessment, ISO 27001 | Yes |
| Local, national, international privacy regulations (including CCPA)                                                                                                              | Yes |

## Ethical Rules

|                                                                                                                                                                                       |     |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Administrative policies and/or employee handbook incorporating commitment to ethical rules (e.g., company, court ethical rules) setting forth standards of ethical and legal behavior | Yes |
| Enforcement clauses, violation resulting in disciplinary action including and up to termination of employment                                                                         | Yes |

## Customer Service Measures

|                                                                                                                                                                                            |     |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Description of settlement website and posting thereto of relevant privacy policies or statements (including portal for reporting suspected loss of confidential data submitted with claim) | Yes |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|

|                                                                                                                                                                                                                                        |     |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|
| Explanation of role of claims administrator and how to prevent phishing (e.g., clear indication that administrator will not request confidential information by e-mail and how to identify a valid e-mail sent from the administrator) | Yes |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|

# **EXHIBIT “C”**

# ILYM | GROUP, Inc.

C L A S S   A C T I O N   A D M I N I S T R A T I O N

**Case Name: TBDv09.05.2025**

**Friday, September 5, 2025**

**Requesting Attorney:**

Robin G. Workman  
Workman Law Firm, PC  
robin@workmanlawpc.com  
415.782.3660

**ILYM Group Contact:**

Lisa Mullins  
ILYM Group, Inc.  
Lisa@ilymgroup.com  
714.878.8836

**Estimate For Administrative Solutions: Class & PAGA**

| KEY ASSUMPTIONS                 |       |
|---------------------------------|-------|
| Total Number of Class Members   | 2,400 |
| Estimated Percentage of Remails | 15%   |
| Certified Spanish Translation   | No    |
| ILYM Group Static Website       | No    |
| Case Duration (Years)           | 1     |

**Summary of ILYM Group, Inc.'s Fees & Expenses**

|                                                      |            |
|------------------------------------------------------|------------|
| Case Startup:                                        | \$1,300.00 |
| Project Management:                                  | \$2,540.00 |
| Notification & Mailing:                              | \$4,806.00 |
| Distribution (Includes EIN, Bank Acct * /QSF Setup): | \$7,064.00 |
| Case Conclusion:                                     | \$1,240.00 |

**Estimated ILYM Fees & Expenses:    \$16,950.00**

# ILYM | GROUP, Inc.

CLASS ACTION ADMINISTRATION

**Case Name: TBDv09.05.2025**

Friday, September 5, 2025

Requesting Attorney's Name: Robin G. Workman

| Activity | Rate Type | Unit Cost | Volume | Amount |
|----------|-----------|-----------|--------|--------|
|----------|-----------|-----------|--------|--------|

| CASE STARTUP                                   |        |          |   |          |
|------------------------------------------------|--------|----------|---|----------|
| Initial Setup - Import and Formatting of Data* | Hourly | \$150.00 | 4 | \$600.00 |
| Programming of Class Database                  | Hourly | \$175.00 | 4 | \$700.00 |

*\*ILYM assumes that data will be in a standard format. Client will be notified immediately if not in standard format to correct data or ILYM can convert to standard format @ \$150.00 per hour.*

**Subtotal \$1,300.00**

| PROJECT MANAGEMENT                                           |           |          |   |          |
|--------------------------------------------------------------|-----------|----------|---|----------|
| Project Manager (Case notification and maintenance)          | Hourly    | \$120.00 | 6 | \$720.00 |
| Staff Hours for Processing Returned Mail                     | Hourly    | \$70.00  | 2 | \$140.00 |
| Staff Hours for Processing Opt-Outs, Disputes & Objection(s) | Hourly    | \$70.00  | 2 | \$140.00 |
| Report Processing                                            | Hourly    | \$70.00  | 2 | \$140.00 |
| NCOA                                                         | Flat Rate | \$650.00 | 1 | \$650.00 |
| Toll Free Customer Service Representative                    | Flat Fee  | \$750.00 | 1 | \$750.00 |
| Weekly Reports                                               | Flat Rate | \$750.00 | 1 | Waived   |

**Subtotal \$2,540.00**

| NOTIFICATION & MAILING                       |           |          |       |            |
|----------------------------------------------|-----------|----------|-------|------------|
| Fulfillment of Notice, English only          | Per Piece | \$1.00   | 2,400 | \$2,400.00 |
| USPS First Class Postage                     | Per Piece | \$0.74   | 2,400 | \$1,776.00 |
| Re-Mails (Forward/Skip trace Undeliverables) | Per Piece | \$1.50   | 288   | \$432.00   |
| Storage, Photocopies, Deliveries             | Flat Fee  | \$198.00 | 1     | \$198.00   |

**Subtotal \$4,806.00**

# ILYM | GROUP, Inc.

CLASS ACTION ADMINISTRATION

**Case Name: TBDv09.05.2025**

Friday, September 5, 2025

Requesting Attorney's Name: Robin G. Workman

| Activity                                                   | Rate Type | Unit Cost  | Volume | Amount     |
|------------------------------------------------------------|-----------|------------|--------|------------|
| <b>DISTRIBUTION (Includes EIN, Bank Acct * /QSF Setup)</b> |           |            |        |            |
| Distribution Setup & Management                            | Hourly    | \$150.00   | 4      | \$600.00   |
| Account Reconciliation & Distribution Reporting            | Hourly    | \$125.00   | 4      | \$500.00   |
| Check, Stub & Release - Print & Mail (W2/1099)             | Per Check | \$0.80     | 2,400  | \$1,920.00 |
| USPS First Class Postage                                   | Per Piece | \$0.74     | 2,400  | \$1,776.00 |
| Re-Mails (Forward/Skip trace Undeliverables up to 10%)     | Per Piece | \$1.00     | 168    | \$168.00   |
| Preparation of Taxes                                       | Hourly    | \$120.00   | 5      | \$600.00   |
| Annual Filing of Tax Return                                | Per Year  | \$1,500.00 | 1      | \$1,500.00 |

*\*Additional Bank fees may apply*

**Subtotal \$7,064.00**

|                                 |          |          |   |          |
|---------------------------------|----------|----------|---|----------|
| <b>CASE CONCLUSION</b>          |          |          |   |          |
| Data Manager Final Reporting    | Hourly   | \$100.00 | 2 | \$200.00 |
| Project Manager Final Reporting | Hourly   | \$120.00 | 2 | \$240.00 |
| Process Unclaimed Funds         | Flat Fee | \$550.00 | 1 | \$550.00 |
| Declaration                     | Hourly   | \$125.00 | 2 | \$250.00 |

**Subtotal \$1,240.00**

**Estimated ILYM Fees & Expenses: \$16,950.00**

# ILYM Group's Terms and Conditions

All services to be provided by ILYM Group, Inc. (hereinafter, "ILYM") to Client shall be subject to the following terms and conditions:

**Services:** Subject to the terms hereof, ILYM agrees to provide the Client with Administration Services (hereinafter, "services") as specified in the Proposal provided to Client to which these Terms and Conditions are attached. The estimate is in good faith and does not cover any applicable taxes and fees. The estimate does not make provision for any services or class members/size not delineated in the request for proposal or stipulations. Such services do not in any way constitute legal services or advice. ILYM is performing its services as an Independent Contractor and neither it nor its employees shall be deemed to be employees of the Client.

**Mailing and Data Conversion:** ILYM's database administration assumes the Client will provide complete data that includes all information required to send notifications and complete the administration process. Data must be provided in a complete, consistent, standardized electronic format. ILYM's standard format is Microsoft Excel, however, ILYM may accept other formats at its discretion. Further developments or enhancements to non-standardized data will be billed to Client by ILYM on a time and materials basis, according to ILYM's Standard Rates.

**Charges for Services:** Charges to the Client for services shall be on a time and materials basis at our prevailing rates, as the same may change from time to time. Any fee estimates set forth in the proposal are estimates only, based on information provided by Client to ILYM. Actual fees charged by ILYM to Client may be greater or less than such estimate, and Client shall be responsible for the payment of all such charges and expenses in accordance with Section 5 hereof. Charges incurred related to resolving post distribution withholdings and related corrective files due to voids and re-issues of payments and related correspondence with state and federal taxing authorities will not be charged to the Client to the extent that funds are received from the taxing authorities offset these charges. ILYM may derive financial benefits from financial institutions in connection with the deposit and investment of settlement funds with such institutions, including without limitation, discounts on eligible banking services and fees, and loans at favorable rates.

**Indemnification:** Client will indemnify and hold ILYM (and the officers, employees, affiliates and agents harmless against any Losses incurred by ILYM, arising out of, in connection with, or related to (i) any breach of the terms by Client; (ii) the processing and handling of any payment by ILYM in accordance with Client's instructions, including without limitation, the imposition of any stop payment or void payment on any check or the wrongful dishonor of a check by ILYM pursuant to Client's instructions.

**Payment of Charges:** ILYM reserves the right to request payment of postage charges and 50% of the final administration charges at the start of the case. ILYM bills are due upon receipt unless otherwise negotiated and agreed to with the Client. In the event settlement terms provide that ILYM is to be paid out of the Settlement Fund, ILYM will request that Counsel endeavor to make alternate payment arrangements for ILYM charges that are due at the onset of the case. The entire remaining balance is due and payable at the time the Settlement Account is funded by, or no later than the time of disbursement. Decisions of the court and actions of the parties, including disapproval or withdrawal of a settlement, do not affect the Client's liability to ILYM for payment of services. Services are not provided on a contingency fee basis.

**Confidentiality:** ILYM maintain reasonable and appropriate security measures and safeguards to protect the security and confidentiality of Client data provided to ILYM by Client in connection herewith. Should ILYM ever be notified of any judicial order or other proceedings in which a third party seeks to obtain access to the confidential data created by or for the Client, ILYM will promptly notify the Client, unless prohibited by applicable law. The Client shall have the option to (1) provide legal representation at the Client's expense to avoid such access or (2) promptly reimburse ILYM for any of its costs, including attorneys' fees, reasonably incurred in avoiding, attempting to avoid or providing such access and not paid by the entity seeking the data. If ILYM is required, pursuant to a court order, to produce documents, disclose data, or otherwise act in contravention of the obligations imposed by this Agreement, or otherwise, with respect to maintaining the confidentiality, proprietary nature and secrecy of the produced documents or disclosed data, ILYM will not be liable for breach of said obligation.

**Data Rights:** ILYM does not convey nor does the Client obtain any right in the programs, system data, or materials utilized or provided by ILYM in the ordinary course of business in the performance of this Agreement.

**Document Retention:** Unless directed otherwise in writing by Client, ILYM will destroy undeliverable mail on the effective date of the settlement or the date that the disposition of the case is no longer subject to appeal or review, whichever is later. ILYM will maintain claim forms and other correspondence for one year after final distribution of funds or benefits, or until the date that the disposition of the case is no longer subject to appeal or review, whichever is later.

**Limitation of damages:** ILYM is not responsible to the Client for any special, consequential or incidental damages incurred by Client. Any liability of ILYM to the Client shall not exceed the total amount billed to the Client for the particular services that give rise to any loss.

**Termination:** The services to be provided under this Agreement may be terminated, at will by the Client upon at least 30 calendar days' prior written notice to ILYM. The Client's obligation to pay for services or projects in progress at the time of notice of withdrawal shall continue throughout that 30 day period. ILYM may terminate this Agreement (i) with 10 calendar days' prior written notice, if the Client is not current in payment of charges or (ii) in any event, upon at least 3 months' prior written notice to the Client.

**Notice:** Any notice required or permitted hereunder shall be in writing and shall be delivered personally, or sent by registered mail, postage prepaid, or overnight courier service to the permissible officer or principal of ILYM or the Client, as applicable, and shall be deemed given when so delivered personally, or, if mailed, five days after the date of deposit in United States mail, or, if sent by courier, one business day after delivery to such courier service.

**Force Majeure:** To the extent performance by ILYM of any of its obligations hereunder is substantially prevented by reason of any act of God or by reason of any other matter beyond ILYM's reasonable control, then such performance shall be excused and this Agreement, at ILYM's option, be deemed suspended during the continuation of such condition and for a reasonable time thereafter.

**Waiver of Rights:** No failure or delay on the part of a party in exercising any right hereunder will operate as a waiver of, or impair, any such right. No single or partial exercise of any such right will preclude any other or further exercise thereof or the exercise of any other right. No waiver of any such right will be effective unless given in a signed writing.

**Jurisdiction:** The parties hereto submit to the jurisdiction of the Court of the applicable case for purposes of any suit, action or proceeding to enforce any provision of, or based on any right arising out of, this Agreement. The parties hereto hereby waive any objection to the laying of venue of any such suit, action or proceeding in the Court.

**Entire Agreement:** These terms and conditions and the proposal embody the entire agreement between the parties with respect to the subject matter hereof, and cancels and supersedes all prior negotiations, representations, and agreements related thereto, either written or oral, except to the extent they are expressly incorporated herein. No changes in, additions to, or waivers of, the terms and conditions set forth herein will be binding upon any party, unless approved in writing by such party's authorized representative.