BOKHOUR LAW GROUP, P.C.
Mehrdad Bokhour, Esq. (CA Bar No. 285256)
mehrdad@bokhourlaw.com
1901 Avenue of the Stars, Suite 520
Los Angeles, California 90067
Tel: (310) 975-1493; Fax: (310) 675-0861

FALAKASSA LAW, P.C.
Joshua S. Falakassa, Esq. (CA Bar No. 295045)
josh@falakassalaw.com
1901 Avenue of the Stars, Suite 520
Los Angeles, California 90067
Tel: (818) 456-6168; Fax: (888) 505-0868

Attorneys for Plaintiffs and the Putative Class

SUPERIOR COURT FOR THE STATE OF CALIFORNIA

FOR THE COUNTY OF ORANGE

KAYLA OLIVO AND AARON OMAN, on behalf of themselves and all others similarly situated,

Plaintiffs,

v.

SERVICELINK SERVICES, LLC, a Delaware Limited Liability Company, and DOES 1-50 inclusive,

Defendants.

Case No. 30-2024-01426948-CU-OE-CXC

Assigned to Hon. David A. Hoffer

DECLARATION OF VERONICA OLIVARES WITH RESPECT TO SETTLEMENT ADMINISTRATION AND CLASS NOTICE

HEARING INFORMATION
Date: December 14, 2026
Time: 1:30 p.m.
Dept: CX103

I, Veronica Olivares, declare as follows:

1. I am a Project Specialist for CPT Group, Inc. ("CPT"), the Court-approved class action Settlement Administrator for *Olivo, et al. v. ServiceLink Services, LLC.* I have personal knowledge of the facts set forth in this declaration and, if called upon to testify, I could and would testify competently to such facts.

2. CPT has extensive experience in providing notice of class actions and administering class action settlements. In the past 30 plus years, we have provided notification and/or settlement administration services in over one thousand class action cases. CPT was selected by both parties to provide notice of the settlement and process exclusions in this action. In this capacity, CPT was charged with administering the settlement terms and conditions detailed herein, including but not limited to:

a) preparing, printing and mailing the Court Approved Notice of Class Action Settlement and Hearing Date For Final Court Approval, and the Request for Exclusion Form (herein referred to as "Notice Packet");

b) processing undeliverable mail and locating updated addresses for Class Members;

c) establishing and maintaining a toll-free case hotline where Class Members can speak to case representatives regarding case specific questions;

d) receiving inquiries and other communications about the settlement;

e) establishing and maintaining a case email address where Class Members can email submissions and case specific questions;

f) establishing a case specific static website with key dates and documents;

g) processing Class Members' inquiries about the Notice Packet, as well as Disputes, Requests for Exclusion, and Objections;

h) providing Class Counsel and Counsel for Defendant a declaration attesting to the completion of the notice process, in addition to weekly updates during the response period;

i) establishing and administering a qualified settlement fund to disburse all settlement payments;

j) calculating Individual Settlement Payments for each Class Member and PAGA Members;

k) issuing and distributing Class Counsel's Fees and Costs, Named Plaintiff's Service Payments, California Labor and Workforce Development Agency (LWDA) Payment, Individual Settlement Payments to Class Members, and Individual PAGA Payments to PAGA Members;

l) completing any associated tax withholding and reporting to the State and Federal tax authorities;

3. On September 3, 2026, CPT received the Court-approved text for the Notice Packet from Counsel. CPT prepared a draft Notice Packet which was approved by all Parties. Attached hereto as Exhibit "A" is a true and correct copy of the Notice Packet.

4. On September 14, 2026, CPT received a data file from Defendant containing each Class Member's name, last known address, PAGA Pay periods, Class Work Weeks, and Social Security number. The mailing list contained four hundred twenty-two (422) Class Members and two hundred eighty-nine (289) PAGA Members.

5. The Class Period workweeks totaled 60,022. Section 8 of the Settlement Agreement sets the escalator threshold at 62,455 workweeks, which includes the agreed 10% cushion. Because 60,022 workweeks did not exceed that threshold, the escalator was not triggered.

6. On September 24, 2026, CPT conducted a National Change of Address (NCOA) search in an attempt to update the class list of addresses as accurately as possible. A search of this database provides updated addresses for any individual who has moved in the previous four years and notifies the U.S. Postal Service of their change of address.

7. On September 29, 2026, the Notice Packets were mailed via U.S. First-Class mail to all Class Members. The deadline to submit Disputes, Requests for Exclusion or Objections is November 13, 2026.

8. As of this date, sixteen (16) Notice Packets have been returned by the post office, none of which have been forwarded directly by the U.S. Postal Service to a forwarding address. For the Notice Packets returned from the post office without a forwarding address, CPT attempted to locate a current mailing address using Accurint, one of the most comprehensive address databases available for skip tracing. Accurint utilizes hundreds of different databases supplied by credit reporting agencies, public records, and a variety of other national databases to locate current mailing addresses.

9. As a result of skip trace efforts, a total of fourteen (14) Notice Packets were re-mailed to Class Members. As of the date of this declaration, two (2) Notice Packets remain undeliverable with no forwarding address and no new correct mailing address through skip trace.

10. As of the date of this declaration, there are no outstanding disputes.

11. As of the date of this declaration, CPT has not received any written objections to the Settlement.

12. As of the date of this declaration, has received one (1) request for exclusion.

13. Pursuant to the Settlement Agreement, Individual PAGA Payments will be made to all PAGA Members, including individuals who request exclusion from the Settlement.

14. Since one (1) written request for exclusion from the settlement has been received, CPT will report that a total of four hundred twenty-one (421) Participating Class Members will be issued an Individual Settlement Payment, which represents a 99.76% participation rate.

15. Pursuant to the Settlement Agreement, the entire Net Settlement Amount was used to calculate the estimated settlement payment amount for each Participating Class Member. The Net Settlement Amount is calculated as set forth below:

Gross Settlement Amount	**$1,260,000.00**
Less Attorneys' Fees (Requested)	- $420,000.00
Less Attorneys' Expenses (Requested)	- $17,275.15
Less Service Awards to Plaintiff (Requested)	- $15,000.00
Less PAGA Payment to the LWDA	- $32,500.00
Less PAGA Fund to Aggrieved Employees	- $17,500.00
Less Settlement Administration Costs	- $10,000.00
Remaining Net Settlement Amount	**$747,724.85**

16. Prior to the deduction of employee-side state and federal taxes, the average Individual Settlement Payment is estimated to be $1,776.07. The highest payment is estimated to be $3,390.05 and the lowest estimated payment is $12.51.

17. The average Individual PAGA Payment is estimated to be $60.55. The highest estimated payment is $85.93.

18. CPT will charge a total of $10,000.00 in costs associated with the administration of the settlement. This includes all costs incurred to date, as well as estimated costs to complete the settlement.

19. CPT will provide a supplemental declaration with updated data prior to the Final Approval Hearing.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct and that this declaration is executed November 10, 2026 at Irvine, California.



Veronica Olivares

EXHIBIT A

SUPERIOR COURT OF THE STATE OF CALIFORNIA
COUNTY OF ORANGE

COURT APPROVED NOTICE OF CLASS ACTION SETTLEMENT AND HEARING DATE FOR FINAL COURT APPROVAL

Olivo, et al. v. ServiceLink Services, LLC
Case No. 30-2024-01426948-CU-OE-CXC

The Superior Court for the State of California authorized this Notice. Read it carefully!
It's not junk mail, spam, an advertisement, or solicitation by a lawyer. You are not being sued.

You may be eligible to receive money from an employee class action lawsuit ("Action") against ServiceLink Services, LLC, and each of its affiliated companies ("Defendant") for alleged wage and hour violations. The Action was filed by a former Defendant employee, Matthew Mirmak, and later joined by two former Defendant employees, Kayla Olivo and Aaron Oman (collectively, "Plaintiffs;" together with Defendant, the "Parties") and seeks payment of (1) alleged unpaid wages, meal and rest period premiums, unreimbursed business expenses, statutory penalties, and interest for a class of non-exempt hourly employees who work or worked for Defendant in California during the Class Period (September 19, 2020, through November 26, 2025) and who have not signed release agreements as of August 28, 2025 ("Class Members"); and (2) penalties under the California Private Attorney General Act ("PAGA") for all non-exempt hourly employees who work or worked for Defendant in California during the PAGA Period (September 19, 2023, through November 26, 2025) ("PAGA Members").

The proposed Settlement has two main parts: (1) a Class Settlement requiring Defendant to fund Individual Class Payments, and (2) a PAGA Settlement requiring Defendant to fund Individual PAGA Payments and to make a payment to the California Labor and Workforce Development Agency ("LWDA").

Based on Defendant's records, and the Parties' current assumptions, **your Individual Class Payment is estimated to be $«SubClass1_Amt» (less withholding) and your Individual PAGA Payment is estimated to be $«PAGAClass1_Amt»**. The actual amount you may receive likely will be different and will depend on a number of factors. (If no amount is stated for your Individual PAGA Payment, then according to Defendant's records you are not eligible for an Individual PAGA Payment under the Settlement because you didn't work during the PAGA Period.)

The above estimates are based on Defendant's records showing that **you worked «SubClass1_Weight» workweeks** during the Class Period and **you worked «PAGAClass1_Weight» pay periods** during the PAGA Period. If you believe that you worked more workweeks and/or pay periods during either period, you can submit a challenge by the deadline date. See Section 4 of this Notice.

The Court has already preliminarily approved the proposed Settlement and approved this Notice. The Court has not yet decided whether to grant final approval. Your legal rights are affected whether you act or do not act. Read this Notice carefully. You will be deemed to have carefully read and understood it. At the Final Approval Hearing, the Court will decide whether to finally approve the Settlement and how much of the Settlement will be paid to Plaintiffs and Plaintiffs' attorneys ("Class Counsel"). The Court will also decide whether to enter a judgment that requires Defendant to make payments under the Settlement and requires Class Members and PAGA Members to give up their rights to assert certain claims against Defendant. You may attend the Final Approval Hearing on December 14, 2026 at 1:30 p.m. in Courtroom CX103 in the Orange County Superior Court Courthouse, located at 751 West Santa Ana, Santa Ana, CA 92701 and be heard by the Court.

If you worked for Defendant during the Class Period and/or the PAGA Period, you have two basic options under the Settlement:

(1) **Do Nothing**. You don't have to do anything to participate in the proposed Settlement and be eligible for an Individual Class Payment and/or an Individual PAGA Payment, if applicable. As a Participating Class Member, though, you will give up your right to assert Class Period wage-related claims and PAGA Period penalty claims against Defendant.

(2) **Opt-Out of the Class Settlement**. You can exclude yourself from the Class Settlement (opt-out) by submitting the written Request for Exclusion or otherwise notifying the Administrator in writing. Alternatively, you can object (or personally retain a lawyer to object at your own cost) by attending the Final Approval Hearing. If you opt-out of the Settlement, you will not receive an Individual Class Payment. You will, however, preserve your right to personally pursue Class Period wage claims against Defendant. You cannot opt-out of the PAGA portion of the proposed Settlement, and thus, if you are a PAGA Member, you remain eligible for an Individual PAGA Payment regardless of whether you opt out of the Class Settlement.

Defendant will not retaliate against you for any actions you take with respect to the proposed Settlement.

SUMMARY OF YOUR LEGAL RIGHTS AND OPTIONS IN THIS SETTLEMENT

You Don't Have to Do Anything to Participate in the Settlement	If you do nothing, you will be a Participating Class Member, eligible for an Individual Class Payment and an Individual PAGA Payment (if any). In exchange, you will give up your right to assert the wage claims against Defendant that are covered by this Settlement (Released Claims).
You Can Opt-out of the Class Settlement but not the PAGA Settlement **The Opt-out Deadline is November 13, 2026**	You may opt out of the Class Settlement by completing, signing, and timely submitting the Request for Exclusion form included with this Notice. Once excluded, you will be a Non-Participating Class Member and no longer eligible for an Individual Class Payment. Non-Participating Class Members cannot object to any portion of the proposed Settlement. See Section 6 of this Notice. You cannot opt-out of the PAGA portion of the proposed Settlement. Defendant must pay Individual PAGA Payments to all PAGA Members and the PAGA Members must give up their rights to pursue Released Claims (defined below).
Participating Class Members Can Object to the Class Settlement **Written Objections Must be Submitted by November 13, 2026**	All Class Members who do not opt-out ("Participating Class Members") can object to any aspect of the proposed Settlement. The Court's decision whether to finally approve the Settlement will include a determination of how much will be paid to Class Counsel and Plaintiffs who pursued the Action on behalf of the Class. You are not personally responsible for any payments to Class Counsel or Plaintiffs, but every dollar paid to Class Counsel and Plaintiffs reduces the overall amount paid to Participating Class Members. You can object to the amounts requested by Class Counsel or Plaintiffs if you think they are unreasonable. See Section 7 of this Notice.
You Can Participate in the December 14, 2026 Final Approval Hearing	The Court's Final Approval Hearing is scheduled to take place on December 14, 2026 at 1:30 p.m. You don't have to attend but you do have the right to appear (or hire an attorney to appear on your behalf at your own cost), in person, by telephone or by using the Court's virtual appearance platform. Participating Class Members can verbally object to the Settlement at the Final Approval Hearing. See Section 8 of this Notice.

You Can Challenge the Calculation of Your Workweeks/Pay Periods **Written Challenges Must be Submitted by November 13, 2026**	The amount of your Individual Class Payment and Individual PAGA Payment (if any) depend on how many workweeks you worked at least one day during the Class Period and how many Pay Periods you worked at least one day during the PAGA Period, respectively. The number of Workweeks and number of PAGA Pay Periods you worked according to Defendant's records is stated on the first page of this Notice. If you disagree with either of these numbers, you must challenge it by November 13, 2026. See Section 4 of this Notice.

1. WHAT IS THE ACTION ABOUT?

Plaintiffs are former Defendant employees. The Action accuses Defendant of violating California labor laws, asserting claims based on Defendant's alleged: (1) failure to pay proper minimum and overtime wages in violation of Labor Code sections 204, 210, 510, 558, 1194, 1197, and 1198, and the applicable IWC Wage Order(s); (2) failure to pay sick wages at the proper legal rate in violation of Labor Code sections 246, 558, 1194.2, 1197.1, 1198, and 1199, and the applicable IWC Wage Order(s); (3) failure to provide compliant rest periods and pay missed rest break premiums in violation of Labor Code section 226.7 and 516, Civil Code sections 3287(b) and 3289, and the applicable IWC Wage Order(s); (4) failure to provide compliant meal periods and pay missed meal period premiums in violation of Labor Code sections 226.7 and 512, Civil Code sections 3287(b) and 3289, and the applicable IWC Wage Order(s); (5) failure to pay all wages due and owing during employment and at separation in violation of Labor Code sections 201-204 and 227.3; (6) failure to provide complete and accurate wage statements in violation of Labor Code sections 226, 226.3, and 1174; (7) failure to reimburse necessary business expenses in violation of Labor Code sections 2802-2804 and the applicable IWC Wage Order(s); and, (8) deceptive, fraudulent, or otherwise unlawful business practices based on the foregoing in violation of California's Unfair Competition Law (Bus. & Prof. Code, §§ 17200– 17210). Based on the same claims, Plaintiffs have also asserted a claim for civil penalties under the California Private Attorneys General Act (Labor Code § 2698, et seq.) ("PAGA"). Plaintiffs are represented by attorneys in the Action: Mehrdad Bokhour of Bokhour Law Group, P.C., and Joshua S. Falakassa of Falakassa Law, P.C. ("Class Counsel.")

Defendant strongly denies the allegations in the Action, denies any failure to comply with the laws identified in the Action, and denies any and all liability for the causes of action alleged, and contends it complied with all applicable laws.

2. WHAT DOES IT MEAN THAT THE ACTION HAS SETTLED?

So far, the Court has made no determination whether Defendant or Plaintiffs is correct on the merits. In the meantime, Plaintiffs and Defendant hired an experienced, neutral mediator in an effort to resolve the Action by negotiating an agreement to settle the case rather than continuing the expensive and time-consuming process of litigation. The negotiations were successful. By signing a lengthy written settlement agreement ("Agreement") and agreeing to jointly ask the Court to enter a judgment ending the Action and enforcing the Agreement, Plaintiffs and Defendant have negotiated a proposed Settlement that is subject to the Court's Final Approval. Both sides agree the proposed Settlement is a compromise of disputed claims. By agreeing to settle, Defendant does not admit any violations or concede the merit of any claims.

The Court preliminarily approved the proposed Settlement as fair, reasonable and adequate, authorized this Notice, and scheduled a hearing to determine Final Approval.

3. WHAT ARE THE IMPORTANT TERMS OF THE PROPOSED SETTLEMENT?

1. Defendant Will Pay $1,260,000.00 as the Gross Settlement Amount ("Gross Settlement"). Defendant has agreed to deposit the Gross Settlement into an account controlled by the Administrator of the Settlement. The Administrator will use the Gross Settlement to pay the Individual Class Payments, the Individual PAGA Payments, the Class Representative Service Payments, Class Counsel's attorney's fees and expenses, the Administrator's expenses, and penalties to be paid to the California Labor and Workforce Development Agency ("LWDA"). Assuming the Court grants Final Approval, Defendant will fund the Gross Settlement within 30 days

after the Effective Date of the Settlement. Effective Date" means the date by which both the following have occurred: (a) the Court enters a Judgment on its Order Granting Final Approval of the Settlement; and (b) the Judgment is final. The Judgment is final as of the latest of the following occurrences: (a) the day after the deadline for filing a notice of appeal from the Judgment, if no notice of appeal is filed; or (b) if a timely appeal from the Judgment is filed, or any other legal challenge to the settlement is filed, the date the final resolution of any such appeal or challenge has been finally terminated in such manner as to permit the final approval and Judgment to take effect and is no longer subject to further judicial review.

2. Court Approved Deductions from Gross Settlement. At the Final Approval Hearing, Plaintiffs and/or Class Counsel will ask the Court to approve the following deductions from the Gross Settlement, the amounts of which will be decided by the Court at the Final Approval Hearing:

   A. Up to $420,000.00 (33.33% of the Gross Settlement) to Class Counsel for attorneys' fees and up to $25,000 for their litigation expenses. To date, Class Counsel have worked and incurred expenses on the Action without payment.

   B. Up to $7,500.00 to each Plaintiff as Class Representative Service Payment for participating in the Action, working with Class Counsel, and representing the Class. The Class Representative Service Payments will be the only monies Plaintiffs will receive other than each Plaintiff's Individual Class Payment and any Individual PAGA Payment.

   C. Up to $10,000.00 will be paid to the Administrator for services administering the Settlement.

   D. Up to $50,000 for PAGA Penalties; 65% (*i.e.*, $32,500) allocated to the LWDA PAGA Payment and 35% (*i.e.*, $17,500) in Individual PAGA Payments to the PAGA Members based on their PAGA Pay Periods.

   Participating Class Members have the right to object to any of these deductions. The Court will consider all objections.

3. Net Settlement Distributed to Class Members. After making the above deductions in amounts approved by the Court, the Administrator will distribute the rest of the Gross Settlement (the "Net Settlement") by making Individual Class Payments to Participating Class Members based on their Class Period Workweeks.

4. Taxes Owed on Payments to Class Members. Plaintiffs and Defendant are asking the Court to approve an allocation of 33% of each Individual Class Payment to taxable wages ("Wage Portion") and 67% to interest and penalties ("Non-Wage Portion."). The Wage Portion is subject to withholdings and will be reported on IRS W-2 Forms issued to Participating Class Members. Defendant will separately pay employer payroll taxes it owes on the Wage Portion. The Individual PAGA Payments are counted as penalties rather than wages for tax purposes. The Administrator will report the Individual PAGA Payments and the Non-Wage Portions of the Individual Class Payments on IRS 1099 Forms.

   Although Plaintiffs and Defendant have agreed to these allocations, neither side is giving you any advice on whether your Payments are taxable or how much you might owe in taxes. You are responsible for paying all taxes (including penalties and interest on back taxes) on any Payments received from the proposed Settlement. You should consult a tax advisor, at your own expense, if you have any questions about the tax consequences of the proposed Settlement.

5. Need to Promptly Cash Payment Checks. The front of every check issued for Individual Class Payments and Individual PAGA Payments will show the date when the check expires (the void date). If you don't cash it by the void date, your check will be automatically cancelled, and the money will be sent to the California State Controller's Office Unclaimed Property.

6. Requests for Exclusion from the Class Settlement (Opt-Outs). You will be treated as a Participating Class Member, participating fully in the Class Settlement, unless you notify the Administrator in writing, no later than

November 13, 2026, that you wish to opt-out ("Response Deadline"). The easiest way to notify the Administrator is to send a written and signed Request for Exclusion by the November 13, 2026 Response Deadline. To opt out of the Class Settlement, you may complete, sign, and submit the Request for Exclusion form included with this Notice. Alternatively, you may submit a written request containing your first and last name, home address, email address or telephone number, and a clear statement that you wish to be excluded from the Class Settlement. The Request for Exclusion must be faxed, emailed, or postmarked by the Response Deadline to be considered timely. Excluded Class Members (*i.e.*, Non-Participating Class Members) will not receive Individual Class Payments, but will preserve their rights to personally pursue wage and hour claims against Defendant.

You cannot opt-out of the PAGA portion of the Settlement. Class Members who exclude themselves from the Class Settlement. Non-Participating Class Members remain eligible for Individual PAGA Payments and are required to give up their right to assert PAGA claims against Defendant based on the PAGA Period facts alleged in the Action.

7. The Proposed Settlement Will be Void if the Court Denies Final Approval. It is possible the Court will decline to grant Final Approval of the Settlement or decline to enter a Judgment. It is also possible the Court will enter a Judgment that is reversed on appeal. Plaintiffs and Defendant have agreed that, in either case, the Settlement will be void. Defendant will not pay any money and Class Members and PAGA Members will not release any claims against Defendant.

8. Administrator. The Court has appointed a neutral company, CPT Group, Inc. (the "Administrator"), to send this Notice, calculate and make payments, and process Class Members' Requests for Exclusion. The Administrator will also decide Class Member challenges over Workweeks, mail and re-mail settlement checks and tax forms, and perform other tasks necessary to administer the Settlement. The Administrator's contact information is contained in Section 9 of this Notice.

9. Participating Class Members' Release. After the Judgment is final and Defendant has fully funded the Gross Settlement and separately paid all employer payroll taxes, Participating Class Members will be legally barred from asserting any of the claims released under the Settlement. This means that unless you opted out by validly excluding yourself from the Class Settlement, you cannot sue, continue to sue, or be part of any other lawsuit against Defendant or related entities for wages based on the Class Period facts and PAGA penalties based on PAGA Period facts, as alleged in the Action and resolved by this Settlement.

   The Participating Class Members will be bound by the following release:

   > All Participating Class Members, on behalf of themselves, release any and all claims, damages, and penalties which were pled or reasonably could have been pled arising out of the same facts alleged in the operative or amended complaint and/or PAGA notice to the California Labor and Workforce Development Agency that arose during the Class Period and/or PAGA Period, including, without limitation, claims for: (1) failure to pay proper minimum and overtime wages in violation of Labor Code sections 204, 210, 510, 558, 1194, 1197, and 1198, and the applicable IWC Wage Order(s); (2) failure to pay sick wages at the proper legal rate in violation of Labor Code sections 246, 558, 1194.2, 1197.1, 1198, and 1199, and the applicable IWC Wage Order(s); (3) failure to provide compliant rest periods and pay missed rest break premiums in violation of Labor Code section 226.7 and 516, Civil Code sections 3287(b) and 3289, and the applicable IWC Wage Order(s); (4) failure to provide compliant meal periods and pay missed meal period premiums in violation of Labor Code sections 226.7 and 512, Civil Code sections 3287(b) and 3289, and the applicable IWC Wage Order(s); (5) failure to pay all wages due and owing during employment and at separation in violation of Labor Code sections 201-204 and 227.3; (6) failure to provide complete and accurate wage statements in violation of Labor Code sections 226, 226.3, and 1174; (7) failure to reimburse necessary business expenses in violation of Labor Code sections 2802-2804 and the applicable IWC Wage Order(s); (8) deceptive, fraudulent, or otherwise unlawful business practices based on the foregoing in violation of California's Unfair Competition Law (Bus. & Prof. Code, §§ 1720017210); (9) statutory penalties based on the foregoing pursuant to PAGA (Lab. Code, §§ 2698-2699.6); and (10) all claims for liquidated damages, penalties, interest, fees, costs based on the foregoing.

10. PAGA Members' PAGA Release. After the Court's judgment is final, and Defendant has paid the Gross Settlement (and separately paid the employer-side payroll taxes), all PAGA Members will be barred from asserting PAGA claims against Defendant, whether or not they exclude themselves from the Settlement. This means that all PAGA Members, including those who are Participating Class Members and those who opt-out of the Class Settlement, cannot sue, continue to sue, or participate in any other PAGA claim against Defendant or its related entities based on the PAGA Period facts alleged in the Action and resolved by this Settlement.

    The PAGA Members' Releases for Participating and Non-Participating Class Members are as follows:

    > All PAGA Members, including Non-Participating Class Members, release any and all claims for civil penalties under PAGA against Defendant and the Released Parties that arise out of or reasonably relate to the claims alleged in the Action or that could have been alleged based on the factual allegations in the Action during the PAGA Period, including, without limitation, penalties predicated on the underlying alleged violations of the Released Class Claims or for alleged violations of the following Labor Code sections: 201-204, 210, 226, 226.3, 226.7, 227.3, 246, 510, 512, 516, 558, 1174, 1194, 1194.2, 1197, 1197.1, 1198, 1199, and, 2802-2804 and the applicable California Industrial Wage Orders(the "Released PAGA Claims"). All PAGA Members, on behalf of themselves and their respective current and former representatives, agents, attorneys, heirs, executors, administrators, successors and assigns, will release the PAGA claims described herein against Defendant and the Released Parties and will receive a portion of the amount set aside as PAGA Penalties, regardless of whether they opt out of the release of the Class Claims.

4. HOW WILL THE ADMINISTRATOR CALCULATE MY PAYMENT?

1. Individual Class Payments. The Administrator will calculate Individual Class Payments by (a) dividing the Net Settlement Amount by the total number of Workweeks worked by all Participating Class Members during the Class Period, and (b) multiplying the result by the number of Workweeks worked by each individual Participating Class Member during the Class Period.

2. Individual PAGA Payments. The Administrator will calculate Individual PAGA Payments by (a) dividing the amount allocated to the LWDA PAGA Payments (e.g., $17,500) by the total number of PAGA Pay Periods worked by all PAGA Members during the PAGA Period, and (b) multiplying the result by the number of PAGA Pay Periods worked by each individual PAGA Member during the PAGA Period.

3. Workweek/Pay Period Challenges. The number of Workweeks you worked during the Class Period and the number of PAGA Pay Periods you worked during the PAGA Period, as recorded in Defendant's records, are stated in the first page of this Notice. You have until November 13, 2026, to challenge the number of Workweeks and/or Pay Periods credited to you. You can submit your challenge by signing and sending a letter to the Administrator via mail, email or fax. Section 9 of this Notice has the Administrator's contact information.

    You need to support your challenge by sending copies of pay stubs or other records. The Administrator will accept Defendant's calculation of Workweeks and/or Pay Periods based on Defendant's records as accurate unless you send copies of records containing contrary information. You should send copies rather than originals because the documents will not be returned to you. The Administrator will resolve Workweek and/or Pay Period challenges based on your submission and on input from Class Counsel (who will advocate on behalf of Participating Class Members) and Defendant's Counsel. You can challenge the Administrator's decision at the Final Approval Hearing.

5. HOW WILL I GET PAID?

1. Participating Class Members. The Administrator will send, by U.S. mail, a single check to every Participating Class Member (*i.e.*, every Class Member who doesn't opt-out) including those who also qualify as PAGA Members. The single check will combine the Individual Class Payment and the Individual PAGA Payment (if any).

2. Non-Participating Class Members. The Administrator will send, by U.S. mail, a single Individual PAGA Payment check to every PAGA Member who opts out of the Class Settlement (*i.e.*, every Non-Participating Class Member).

Your check will be sent to the same address as this Notice. If you change your address, be sure to notify the Administrator as soon as possible. Section 9 of this Notice has the Administrator's contact information.

6. HOW DO I OPT-OUT OF THE CLASS SETTLEMENT?

Submit a written and signed letter with your first and last name, home address, email address or telephone number, and a simple statement that you do not want to participate in the Settlement. The Administrator will exclude you based on any writing communicating your request to be excluded. Be sure to personally sign your request, identify the Action as *Olivo, et al. v. ServiceLink Services, LLC*, Case No. 30-2024-01426948-CU-OE-CXC, and include your identifying information (full name, home address, telephone number, approximate dates of employment, and social security number for verification purposes). You must make the request yourself. If someone else makes the request for you, it will not be valid. **You must send your request to the Administrator to be excluded by November 13, 2026, or it will be invalid.** Section 9 of the Notice has the Administrator's contact information.

7. HOW DO I OBJECT TO THE SETTLEMENT?

Only Participating Class Members have the right to object to the Settlement. Before deciding whether to object, you may wish to see what Plaintiffs and Defendant are asking the Court to approve. At least 16 days before the December 14, 2026 Final Approval Hearing, Class Counsel and/or Plaintiffs will file in Court (1) a Motion for Final Approval that includes, among other things, the reasons why the proposed Settlement is fair, and (2) a Motion for Fees, Litigation Expenses and Class Representative Service Payments stating (i) the amount Class Counsel is requesting for attorneys' fees and litigation expenses; and (ii) the amount each Plaintiffs is requesting as a Class Representative Service Payment. Upon reasonable request, Class Counsel (whose contact information is in Section 9 of this Notice) will send you copies of these documents at no cost to you. You can also view them on the Administrator's Website www.cptgroupcaseinfo.com/ServiceLinkSettlement or the Court's website https://www.occourts.org/online-services/case-access.

A Participating Class Member who disagrees with any aspect of the Settlement Agreement, the Motion for Final Approval and/or Motion for Fees, Litigation Expenses and Service Payments may wish to object, for example, that the proposed Settlement is unfair, or that the amounts requested by Class Counsel or Plaintiffs are too high or too low. **The deadline for sending written objections to the Administrator is November 13, 2026**. Be sure to tell the Administrator what you object to, why you object, and any facts that support your objection. Make sure you identify the Action *Olivo v. ServiceLink Services, LLC*, Case No. 30-2024-01426948-CU-OE-CXC, and include your name, current address, telephone number, and approximate dates of employment for Defendant and sign the objection. Section 9 of this Notice has the Administrator's contact information.

Alternatively, a Participating Class Member can object (or personally retain a lawyer to object at your own cost) by attending the Final Approval Hearing. You (or your attorney) should be ready to tell the Court what you object to, why you object, and any facts that support your objection. See Section 8 of this Notice (immediately below) for specifics regarding the Final Approval Hearing.

8. CAN I ATTEND THE FINAL APPROVAL HEARING?

You can, but don't have to, attend the Final Approval Hearing on December 14, 2026, at 1:30 p.m. in Department CX103 of the Orange County Superior Court, located at 751 West Santa Ana, Santa Ana, CA 92701. At the Hearing, the judge will decide whether to grant Final Approval of the Settlement and how much of the Gross Settlement will be paid to Class Counsel, Plaintiffs, and the Administrator. The Court will invite comment from objectors, Class Counsel and Defense Counsel before making a decision. You can attend (or hire a lawyer, at your own expense, to attend) personally.

It's possible the Court will reschedule the Final Approval Hearing. You should check the Administrator's website www.cptgroupcaseinfo.com/ServiceLinkSettlement beforehand or contact Class Counsel to verify the date and time of the Final Approval Hearing.

9. HOW CAN I GET MORE INFORMATION?

The Agreement sets forth everything Defendant and Plaintiffs have promised to do under the proposed Settlement. The easiest way to read the Agreement, the Judgment or any other Settlement documents is to go to CPT Group, Inc.'s website at www.cptgroupcaseinfo.com/ServiceLinkSettlement. You can also telephone or send an email to Class Counsel or the Administrator using the contact information listed below, or consult the Superior Court website by going to https://www.occourts.org/online-services/case-access/ and entering the Case Number for the Action, Case No. 30-2024-01426948-CU-OE-CXC.

DO NOT TELEPHONE THE SUPERIOR COURT TO OBTAIN INFORMATION ABOUT THE SETTLEMENT

Class Counsel:

Joshua S. Falakassa
josh@falakassalaw.com
FALAKASSA LAW, P.C.
1901 Avenue of the Stars, Suite 520
Los Angeles, California 90067

Mehrdad Bokhour
mehrdad@bokhourlaw.com
BOKHOUR LAW GROUP, P.C.
1901 Avenue of the Stars, Suite 520
Los Angeles, California 90067
310-975-1493

Settlement Administrator:

Olivo, et al. v. ServiceLink Services, LLC
c/o CPT Group, Inc.
PO Box 19504
Irvine, CA 92623
Email: ServiceLinkSettlement@cptgroup.com
Fax: (949) 419-3446
Phone: 1- 844-772-1245

10. WHAT IF I LOSE MY SETTLEMENT CHECK?

If you lose or misplace your settlement check before cashing it, the Administrator will replace it as long as you request a replacement before the void date on the face of the original check. If your check is already void you should contact the Unclaimed Property Fund for instructions on how to retrieve the funds.

11. WHAT IF I CHANGE MY ADDRESS?

To receive your check, you should immediately notify the Administrator if you move or otherwise change your mailing address.

REQUEST FOR EXCLUSION FORM

OLIVO, ET AL. V. SERVICELINK SERVICES LLC

Superior Court of California, County of Orange
Case No. 30-2024-01426948-CU-OE-CXC

YOUR LEGAL RIGHTS & OPTIONS IN THIS SETTLEMENT	
DO NOTHING	No action is required to get your share of this Settlement.
EXCLUDE YOURSELF	Receive no Individual Class Payment. If you are a PAGA Member, you will remain eligible to receive an Individual PAGA Payment because you cannot exclude yourself from the PAGA Settlement.
OBJECT	If you so choose, you may object to this Settlement.

I declare as follows:

I am, or was, a non-exempt, hourly employee of ServiceLink Services, LLC, who worked in California from September 19, 2020, through November 26, 2025. I have received and reviewed the Notice of Class Action and Proposed Settlement, and I wish to be excluded from the Class Settlement and understand that, if I am a PAGA Member, I will remain eligible for an Individual PAGA Payment and will remain bound by the PAGA Settlement.

Dated: _____

_____
(Signature)

_____
(Typed or Printed Name)

_____
(Address)

_____
(City, State, Zip Code)

_____
(Telephone Number, Including Area Code)

XXX – XX – ___ ___ ___ ___
(Social Security Number – last 4 digits only)

This form must be mailed, emailed or faxed to the Settlement Administrator on or before November 13, 2026:

Olivo, et al. v. ServiceLink Services, LLC
c/o CPT Group, Inc.
PO Box 19504
Irvine, CA 92623
Phone : 1- 844-772-1245
Fax : (949) 419-3446
Email : ServiceLinkSettlement@cptgroup.com