



CAC SERVICES  
GROUP, LLC



*We'll take it from*  
***HERE.***

Pre-Settlement Services

Class Notification

Claims Processing

Settlement Distribution

Reporting

**When your firm deals in class action matters, you've got a lot on your plate.**

You know the steps that need to be taken in the claims administration process, but you don't have the time or staff necessary to notify, determine eligibility, and distribute compensation to class members who may range in number from thousands to millions.

## **Partner with CAC Services and we'll take it from here.**

CAC Services understands the vital role that accuracy, timeliness and adherence to budget play in the successful completion of a class action administrative case. When you partner with CAC Services, you get professional expertise from our experienced claims administration professionals and a broad spectrum of cost-effective service offerings that keep the claims administration process moving smoothly and efficiently.

**CAC takes the burden off of you so you can focus on what you do best – *practice law.***

**You can rely on CAC Services to handle every aspect of the class action settlement process.**

**Developing** a notice and administration plan at the onset of your case

**Harnessing** the power of technology to process claims and manage your database

**Utilizing** a unique media mix to effectively reach class members

**Distributing** settlement checks and generating reports



## The value of getting off to a good start in the class action settlement process can't be measured.

CAC Services understands that each one of your cases has its own unique characteristics and requirements. By involving experienced claims administration professionals and utilizing cost-effective technologies right from the start, we can fully administer class action cases of all sizes, scope and complexity.

**Our All-Inclusive Administration Programs are designed to cover every aspect of the class action settlement process:**

- **Local and national notification services**
- **24/7 call center for class member assistance**
- **State-of-the-art claims processing & database management services**
- **Settlement disbursement and reporting services**

Our programs include the design and implementation of a case management system that meets the notification requirements of Rule 23 and the settlement goals of both court and counsel.

## Rest assured, we know what it takes.

CAC Services Group is a full-service firm, providing a comprehensive range of notification and claims administration services to the class action segment of the legal services community.

The CAC executive team draws on the talents and resources of legal, financial and information technology specialists with class action experience in areas such as employment, product liability, anti-trust, securities, mass tort and bankruptcy. Members of CAC's professional staff have managed claims administration cases involving the distribution of over \$400 million and mailings to more than 30 million class members.

Additionally, CAC has formed strategic alliances with affiliate companies aligning their core competencies with ours. The result allows us to take advantage of:

- On-site print media design services
- Nationwide media placement and mass marketing services
- Access to preferred media and marketing rates and scheduling
- State-of-the-art data management technology



***Our banking affiliations give settlement payments the highest level of fraud protection in the industry and give you piece of mind that your entire settlement fund is federally insured.*** Our association with local printing sources allows us to handle mailings of up to three million pieces a day.

### **PRE-SETTLEMENT SERVICES:**

CAC Services will develop a notice and administration plan that satisfies court and class requirements at the outset of each case. CAC will design and execute a case-specific program to accomplish cost-effective, timely identification and notification of class members, analysis of claims and distribution of settlement funds.

#### **Our Pre-Settlement Services include:**

- Review settlement terms, suggesting efficient alternatives
- Consult on proposed allocation plan and/or create allocation methods
- Design a program and management plan for class administration
- Create a database that tracks every contact with class members
- Identify unknown class members through targeted media placement
- Place any preliminary notices

### **CUSTOMIZED SERVICES...**

CAC will also work with you to provide “as needed” services. We will design an Abridged Administration Program for you so that your firm receives only the services you need.

CAC's class notification methods are **efficient and cost-effective.**

### **CLASS NOTIFICATION:**

During the initial phase of the claims administration process, CAC Services can design and implement a notice program that entails a direct mailing in concert with a media campaign. In providing notice to known class members, direct mailing is the most efficient and cost-effective method available. For unknown class members, we create a specific media mix from broad-based media networks to effectively reach the target audience. From there, class members inquiring for more information can access a case specific website or, more personally, speak with one of our professionally trained call center representatives.

### **Our Notification Services include:**

#### **Direct Mail:**

- Design of notices and claim forms using plain, easily understood language
- Printing and mailing of notices and claim forms up to 3 million pieces daily
- Address searches & updates used to create an accurate database prior to mailing

### **EFFICIENT NOTIFICATION...**

CAC will use the most efficient methods available to make sure the right people are notified in a timely and cost effective manner.





### **Media Campaign:**

- Demographically target unknown class members using media sources with a quantifiable reach and frequency
- Access to a cost-effective media including print, radio, television, internet and non-conventional media
- Design, placement and coordination of creative instructions with media vendors

### **24/7 Call Center:**

- Live telephone support
- Interactive Voice Response (IVR) System
- Call activity reports
- Monitoring to review disputed information, providing evidence for the court, if necessary

### **Interactive Website:**

- Design, support and host informative website
- On-line claims submission using our proprietary electronic filing service



## CLAIMS PROCESSING:

CAC Services integrates our professional staff and proprietary database management system with the most advanced technology to ensure each claim is handled properly. The use of Optical Character Recognition and Intelligent Character Recognition (OCR/ICR) technology allows us to efficiently scan, process, and upload all claims and class correspondence into our proprietary electronic database. CAC Services' staff members can then resolve any disputes or claim deficiencies, either by issuing deficiency and/or rejection letters, all while the current status of each class member is accurately updated in our database.

### Our Claims Processing Services include:

- Verification of data received from class members
- Evaluation of claim substantiations and supporting documentation
- Resolving claimant disputes, duplicate claims and claim deficiencies
- Maintenance of data history on all class members
- Compilation of exclusion requests
- Calculation of claims and settlement amounts
- Preparation of affidavits for settlement recommendations







### **SETTLEMENT DISTRIBUTION:**

At CAC Services, we take extensive measures to ensure that we can protect our clients from malice during the settlement distribution process. We have implemented internal procedures to provide quality, accountability and a secure check printing environment. Our banking affiliations give settlement payments the highest level of fraud protection in the industry and give you piece of mind that your entire settlement fund is federally insured.

#### **Our Settlement Distribution Services include:**

- Establishment of a Qualified Settlement Fund (QSF)
- Verification of claimants & distribution amounts
- Preparation & distribution of settlement checks, coupons or vouchers
- Reconciliation of distributed amounts
- Performing tax calculations, payroll withholding and tax reporting
- Providing W2/1099 forms to claimants and IRS
- Filing settlement fund tax reports

**Analyzing data is the key to any class action case.**

**REPORTING:**

Our staff brings years of experience to the table, handling cases within a wide range of topics. Our state-of-the-art web-based technology allows you to securely access our database system and track the flow of information every step of the way.

**Our Reporting Services include:**

- Analysis of class member database for duplicate, incomplete or inconsistent information
- Tracking of mailing recipients, including standard mailing declarations and return mail statistics
- Correlation of valid claims, check counts and associated settlement amounts
- Compilation of exclusions, objections, deficient and/or rejected claims
- Settlement fund analysis and bank account reconciliation reports
- Status reports on individual tax reporting to claimants and IRS
- Aggregate telephone support statistics detailing communications to and from class members
- Tracking of media campaign execution, including obtaining affidavits of publication
- Preparation of final reports for counsel & the court

***We'll take it from here.***



If you're ready to hand over the administrative burden of your class action case to an experienced, full-service firm, you're ready for **CAC Services Group, LLC**.

*Contact us at*

**866-602-2260**

*or visit us at:*

**[www.cacservicesgroup.com](http://www.cacservicesgroup.com)**



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