

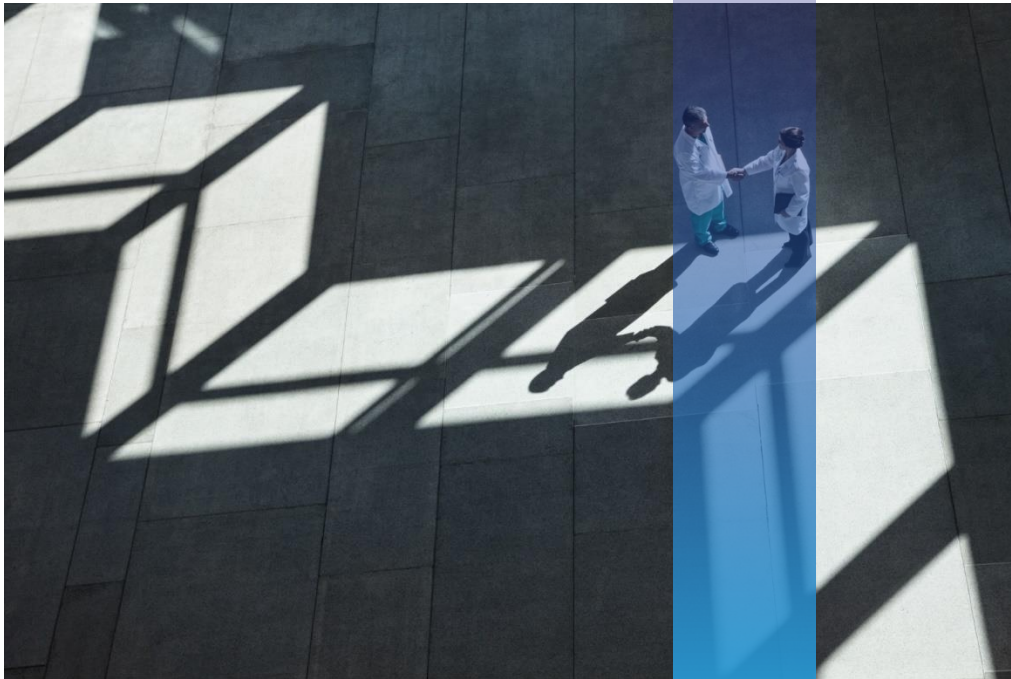


## **CLAIM ADMINISTRATION REPORT**

Charbonneau v Apple Inc. and Apple Canada Inc.

November 24, 2022

RicePoint Administration Inc.



**Prepared for:**  
(via email)

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# SCOPE OF WORK

RicePoint Administration Inc. (“RicePoint”) was designated by the Parties and appointed by the Court to administer the Settlement. This report provides results on the claims administration, specifically details regarding the Reimbursement Group.



## CLAIMS PERIOD

The Claims Period began on July 2, 2021 and ran for ninety (90) calendar days until the Claim Filing Deadline on October 1, 2021. Reimbursement Claim Forms were submitted online using RicePoint’s settlement website (<https://laptopgraphicsclassaction.com/> and <https://actioncollectiveordinateursportables.com/>) or via paper Claim Form. A total of 726 Reimbursement Claim Forms were submitted.



## CLAIMS ADJUDICATION AND DISTRIBUTION

After the Claim Filing Deadline, all 726 Reimbursement Claim Forms along with the supporting documentation were adjudicated in accordance with paragraphs 18-30 of the Distribution Protocol. Of the 726 reimbursement claims, 52 were approved and 674 were rejected. Please refer to the below table that details the results of the Reimbursement Group.

Reimbursement Group	
Claims Received	726
Claim Eligibility	
Approved	52
Rejected	674
Value of Approved Claims	\$ 28,262.71
Avg. Value of Approved Claim	\$ 543.51
Breakdown of Rejected Claims	
Invalid proof	138
Duplicate	1
No expense amount paid/ Under warranty	30
Same IP and Duplicate Claim Details	505
Total	674

The are 138 claims that were rejected due to 'invalid proof'. Common examples of why these claims were rejected are class members providing the documentation of the original laptop purchase, purchase of accessories for the laptop that are unrelated to a Graphics Issue, or documentation for ineligible Devices.

The 505 claims for 'Same IP and Duplicate Claim Details' were rejected as they were clearly automated submissions. They contained numerous suspicious details, including but not limited to: sequential Device serial numbers (i.e. C02H00D0DV7L, C02H01D0DV7L, C02H02D0DV7L, etc.), submissions timestamps one after the other ranging from 1 minute to 10 minutes apart and patterns in the email and other information required in the claim form.

The value of the approved reimbursement claims was \$28,262.71, which was distributed on December 17, 2021.

#### **Direct and Remaining Group**

Although this report details the Reimbursement Group, an additional \$2,607,585.42, was distributed in respect to the Direct Group and Remaining Group on December 17, 2021.