

## SCHEDULE B - CLAIMS PROGRAM AND ADMINISTRATION

*In this Schedule, Volkswagen and Audi dealerships are referred to as “Dealerships”. Claimants will be able to choose the Dealership where they wish to attend for any of the processes described below, subject to their eligibility and Dealerships’ availability and scheduling. Unless otherwise provided in this Schedule, capitalized terms have the meaning as set forth in the Settlement Agreement.*

**The Claims Process for Settlement Class Members.** Settlement Class Members will have until at least 4 months after the Effective Date to submit a complete and valid Claim pursuant to the Settlement Agreement (the “Settlement”).

The Claims Process will take place in four steps, summarized here.

- At **Step 1**, Class Members will contact 1-866-642-0774 or visit [canadianwaterpumpsettlement.ca](http://canadianwaterpumpsettlement.ca) to determine whether they are, or have been, registered owners or lessees of an Eligible Vehicle. Class Members may then obtain information about their available options by reviewing the Settlement Agreement, Settlement Class Notices or by contacting Class Counsel free of charge.
- At **Step 2**, once a Settlement Class Member is ready to proceed with the Claims Process, the Settlement Class Member will submit a Claim Form that contains certain information about his or her Eligible Vehicle along with required documentation. Once a Claim Form is submitted, the Settlement Class Member becomes a Claimant.
- At **Step 3**, the Claimant’s eligibility or ineligibility to participate in this Settlement will be determined. Claimants who are eligible are Eligible Claimants under the Claims Process.
- At **Step 4**, Eligible Claimants will receive their benefits under the Settlement Agreement by the Claims Period Deadline.

## **Details about the Steps of the Claims Process**

**STEP 1: Obtaining Information about Available Benefits.** As part of the Claims Process, Settlement Class Members will receive information about the benefits that may be available to them. This information will remain available on the Settlement Website and through the Settlement Class Notices. Settlement Class Members can take their time to consider that information. They will have until at least 4 months after the Effective Date to submit a complete and valid Claim.

- a) **Determining Eligibility.** To confirm whether or not a potential Settlement Class Member has an Eligible Vehicle, Settlement Class Members may call 1-866-642-0774 or by visiting [canadianwaterpumpsettlement.ca](http://canadianwaterpumpsettlement.ca) and providing their Vehicle Identification Number, also known as VIN. A VIN is a unique identification number for a vehicle. It contains a combination of 17 numbers and letters. You can find it on the province vehicle registration, vehicle insurance card or the vehicle itself—either on the driver's side of the dashboard at the bottom of the windshield or on the driver's side door jamb. A VIN will never include the letter 'i' or the letter 'o', but may include the number '1' or the number '0'.
- b) **Obtaining Information Electronically Via the Settlement Website.** Settlement Class Members who wish to receive general information about the Settlement may visit the Settlement Website during the Claims Period at [canadianwaterpumpsettlement.ca](http://canadianwaterpumpsettlement.ca).
- c) **Obtaining Information through Settlement Class Notices.** Settlement Class Members may also obtain information about their available benefits by reviewing the Settlement Class Notices delivered to them or available on the Settlement Website.
- d) **Obtaining Information through Class Counsel.** Settlement Class Members may also contact Class Counsel free of charge to obtain information about the Settlement and their available benefits.

**STEP 2: Submitting a Claim. The next step is to formally submit a Claim.** At this step, Settlement Class Members will provide to the Claims Administrator additional information and documentation not already provided. Settlement Class Members may submit a Claim to participate in the Settlement. Settlement Class Members who submit a Claim Form will receive a Claim Number once their Claim Form is received and their initial submission has been processed.

To submit a Claim, Settlement Class Members may complete a paper Claim Form and submit it by mail or email to the Claims Administrator along with all required documentation. Documentation required may include (if applicable) a driver's license or other government-issued photo identification, the dates the Settlement Class Member owned or leased the Eligible Vehicle, Proof of Ownership, current

vehicle registration, and documents evidencing the Settlement Class Member's adherence to the relevant aspects of their Eligible Vehicle's maintenance schedule. Additional documentation may be required to verify eligibility depending on the nature of the Claim.

**STEP 3: Verification.** Based on information and documents collected from Settlement Class Members, a determination will be made by the Claims Administrator about the Settlement Class Member's eligibility (or ineligibility) to participate in the Settlement. Once a Settlement Class Member's eligibility is verified, the Settlement Class Member becomes an Eligible Claimant.

#### **STEP 4: Obtaining a Benefit and Scheduling Appointments**

An Eligible Claimant will complete their Claim and receive their benefit in accordance with the Settlement Agreement.

a) **Reimbursement for Out-of-Pocket Expenses.** Payments for reimbursement of out-of-pocket expenses under the Settlement Agreement will be made by cheque.

b) **Repairs/Replacements Under the Extended Warranty.** An Eligible Claimant who wishes to receive repairs or replacements under the Extended Warranty pursuant to the Settlement Agreement will bring their Eligible Vehicle to a Volkswagen or Audi Dealership, depending on their Eligible Vehicle, to obtain a repair or replacement. Upon completion of the repair or replacement under the Extended Warranty, the Eligible Claimant will provide their Claim Number and verification of identity to a representative of the Dealership. The Dealership will then immediately provide confirmation to the Claims Administrator and VW that the repair and/or replacement under the Extended Warranty has been completed. Depending on the repair and/or replacement to be completed under the Extended Warranty, and the age or mileage of the Eligible Vehicle, a Settlement Class Member may be required to make a partial payment towards completion of the repair and/or replacement.

**Contested Eligibility.** If a Claimant contests a decision made about their eligibility, that Claimant may in certain circumstances appeal the decision. For more information, visit [canadianwaterpumpsettlement.ca](http://canadianwaterpumpsettlement.ca), call 1-866-642-0774 or contact Class Counsel.

**Claim Period.** Settlement Class Members will have until at least 4 months after the Effective Date to submit a complete and valid Claim, including all information and documentation necessary to establish eligibility.