

**UNITED STATES DISTRICT COURT
FOR THE DISTRICT OF MASSACHUSETTS**

In re Collecto, Inc. Telephone
Consumer Protection Act (TCPA)
Litigation

Master No. 1:14-md-2513-RGS
Individual Case No. 1:14-cv-10478-RGS

This Document Relates To:
All Member Actions

**DECLARATION OF STEPHANIE MOLINA IN SUPPORT OF
MOTION FOR FINAL APPROVAL OF CLASS ACTION SETTLEMENT**

I, Stephanie Molina, declare as follows:

1. I am the Operations Manager for ILYM Group, Inc. (herein after referred to as “ILYM Group”) and have been assigned by the Court as claims administrator in the *In re: Collecto, Inc. Telephone Consumer Protection Act (TCPA) Litigation* matter. The following statements are based on my own personal knowledge and information provided by other ILYM Group employees working under my supervision and, if called upon to testify, I could and would testify competently to such facts.

2. ILYM Group has extensive experience in providing notice of class actions and administering class action settlements, including direct mail services, telephone and web-based support, database management, claims processing and settlement fund distribution services for Class Actions ranging in size from 26 to 4.5 million Class Members. Attached hereto, as **Exhibit A**, is a true and correct copy of ILYM Group’s current CV, reflecting our primary competencies as they relate to class action settlement administration.

3. Pursuant to the Settlement Agreement for this matter, ILYM Group was responsible for (a) preparing, printing and mailing the Postcard Settlement Notice; (b) hosting and placing a copy of the Postcard Settlement Notice on a dedicated information website to

provide Settlement Class Members with easy and immediate access to information regarding the proposed Settlement and to allow Settlement Class Members to file a claim electronically; (c) setting up and maintaining a toll-free telephone number; (d) acting as a liaison between Settlement Class Members and the Parties regarding claim information; (e) fielding inquiries about the settlement; (f) processing claims, requests for exclusions and objections to the Settlement; and (g) performing other tasks as the Parties mutually agree to and/or the Court ordered ILYM Group to perform. ILYM Group implemented all of those procedures to comply with the Court's Preliminary Approval Order.

4. On August 17, 2017, ILYM Group received the class data file from Plaintiffs, which contained the name, address and telephone number(s) of the Settlement Class Members. The data file was uploaded to our database and checked for duplicates and other possible discrepancies. The final Class List contained 207,036 names and mailing addresses.

5. On August 17, 2017, ILYM Group, on behalf of Collecto, Inc., provided appropriate and timely Class Action Fairness Act of 2005 ("CAFA") Notice of this Settlement to the United States Department of Justice and the Attorney General of all states impacted by this Agreement, by USPS Certified Mail. Said notice included a detailed letter setting forth information required under the CAFA statute and also included a disc containing digital images of (1) the Class Action Complaint; (2) Civil Docket; (3) Final notification to class members of the proposed settlement and the existence or non-existence of their right to request exclusion from the class action; (4) Order Granting Preliminary Approval of Class Action Settlement; (5) Settlement Agreement and Release of Claims; (6) [Proposed] Final Approval Order and Final Judgement; and (7) an estimated geographic distribution by State and Territory of accounts associated with potential Settlement Class Members. Attached hereto, as **Exhibit B**, is a true and correct copy of the Cover letter for the CAFA Notice.

6. On September 11, 2017, ILYM Group mailed the approved Postcard Settlement Notice to all 207,036 Settlement Class Members contained in the Class List. Attached hereto, as **Exhibit C**, is a true and correct copy of the mailed Postcard Settlement Notice. The notices

mailed to Settlement Class members informed them of: (1) the settlement's benefits; (2) deadlines for all Settlement Class members to file a claim form, opt out of the settlement, and object to the settlement and/or Class Counsel's fee request; (3) the address for the settlement website where they can obtain more information, download forms, and file claims; and (4) the date and location of the final approval hearing.

7. There were 40,715 postcards returned and 3,136 postcards forwarded. ILYM re-mailed 22,372 postcards. Additionally, there were 18,831 postcards which were undeliverable.

8. On September 11, 2017, ILYM Group established the dedicated Settlement website, www.collectoclassaction.com to provide easy and immediate access to information regarding the proposed Settlement and to allow Settlement Class Members to file a claim electronically. A copy of the Detailed Class Notice, Claim Form and other related Court documents pertaining to this proposed Settlement, including the Court's Preliminary Approval Order, and all the documents relating to Plaintiffs' Motion for Attorneys' Fees, Expenses and Incentive Award were posted on said website and will remain publicly available for at least thirty days after the last day for claimants to cash distributed checks.

9. On September 11, 2017, ILYM Group set up a toll-free telephone number to answer questions that Settlement Class members might have about the terms of settlement and how to make a claim, or to request a paper version of the claim form. This telephone number was listed on the Postcard Settlement Notice.

10. The last day to object to the settlement or opt out of the settlement was November 27, 2017. One class member has opted out of the settlement and no class members have objected. There have been 4,205 valid claims submitted.

I declare under penalty of perjury that the foregoing is true and correct. Executed this 11th day of December, 2017, at Tustin, CA.


STEPHANIE MOLINA

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 is becoming 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
- Employment and Labor
- Securities
- Antitrust
- TCPA

Malta vs. Wells Fargo Home Mortgage Inc.

- TCPA Case with a class size of 5,200,000.

Gerardo Mojica vs. Compass Group USA, Inc.

- Wage & Hour Case with a class size of 22,573

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.

Grinder, et al. v. Clark County Collection Service, LLC.

- TCPA Case with a class size of 15,659. Performed a reverse look-up to obtain Class Member information. We were able to obtain contact information for 97% 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.

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.

Blaise Picchi et al., vs. World Financial Network Bank, et al.

- TCPA Case with a class size of 856,507. Performed a reverse look-up to obtain Class Member information. We were able to obtain contact information for 93.21% that did not have a valid address associated with the contact record.

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.

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.

ILYM GROUP, Inc.

SETTLEMENT ADMINISTRATION EXPERTS

- **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.

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.

ILYM GROUP, Inc.

SETTLEMENT ADMINISTRATION EXPERTS

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”

August 17, 2017

VIA CERTIFIED MAIL

Class Action Fairness Act – Notice to Federal and State Officials

Dear Sir or Madam:

Pursuant to the Class Action Fairness Act (“CAFA”), 28 U.S.C. § 1715, please find enclosed information from Collecto, Inc. relating to the proposed settlement of a class action lawsuit under the Telephone Consumer Protection Act. This information supersedes the prior CAFA notice regarding this matter.

- **Case:** *Collecto, Inc. TCPA Litigation, Case No. 14-md-2513-RGS*
- **Court:** United States District Court, District of Massachusetts
- **Defendant:** Collecto, Inc.
- **Judicial Hearing Scheduled:** The Court has scheduled a Final Approval Hearing for January 17th, 2018 at 2:00 p.m. This hearing may be rescheduled without further notice.
- **Documents Enclosed:** Copies of the following documents are contained on the enclosed CD in Adobe Acrobat PDF format:
 1. Class Action Complaint; (a) Davenport et al. v Collecto, Inc., (b) Lofton et al. v. Collecto, Inc., (c) Pegg et al. v. Collecto, Inc.;
 2. Civil Docket;
 3. Final notification to class members of the proposed settlement and the existence or non-existence of their right to request exclusion from the class action;
 4. (a) Order Granting Preliminary Approval of Class Action Settlement;
(b) Settlement Agreement and Release of Claims;
 5. [Proposed] Final Approval Order and Final Judgement;
 6. (a) Estimated Geographoc Distribution By State & Territory;
(b) Collecto Inc., Class List by State;

Very truly yours,

ILYM Group, Inc.
(Class Notice Administrator)

EXHIBIT “C”

A COURT AUTHORIZED
THIS LEGAL NOTICE

If you received calls to your cell phone from Collecto, Inc. (EOS CCA) before July 1, 2014, you may be entitled to benefits under a class action settlement. A settlement has been reached in a class action lawsuit, *In re: Collecto, Inc. TCPA Litigation*, No. 14-md-2613-RGS (U.S. District Court Mass.), where Plaintiffs allege that Collecto, Inc. placed telephone calls in violation of the Telephone Consumer Protection act between July 23, 2009 and June 30, 2014. Collecto denies any wrongdoing, has asserted defenses, and in agreeing to settle, does not admit any wrongdoing.

Collecto, Inc. (EOS CCA)
Settlement Claims Administrator
P.O. Box 2031
Tustin, CA 92781

First-Class Mail
US Postage
Paid
Permit # _____

«Barcode»

Postal Service: Please do not mark barcode

ILYM ID #: «ILYMID» - PIN#: «Pin#»

«Name»

«Address»

«City», «State» «Zip Code»

Front Side

Collecto, Inc. TCPA Settlement
Claims Administrator
c/o ILYM Group, Inc.
P.O. Box 2031
Tustin, CA 92781

Back Side

«Barcode»
ILYM ID: «ILYM ID»

WHO IS A CLASS MEMBER?

You may be in the Settlement Class if, between July 23, 2009 and June 30, 2014, you received one or more telephone calls to your cell phone from Collecto, Inc., a debt collector ("Collecto").

SETTLEMENT TERMS

Collecto will pay \$3,200,000 into a fund that will cover: (1) cash payments to eligible Settlement Class Members who submit Claim Forms; (2) Class Counsel attorneys' fees as well as costs incurred during the litigation not to exceed \$1,300,000 as approved by the Court; (3) court-approved service award of up to \$7,500 to each of the four Representative Plaintiffs; and (4) the costs of administering the settlement. Your share of the fund will depend on the number of claims made. However, based on information known (including claims rates in similar cases), Class Counsel estimate you may be entitled to payment up to approximately \$40 per call. The \$3,200,000 will be divided among Settlement Class Members, who file timely valid claims, with each receiving a pro rata share depending on the number of calls placed to them, after deducting settlement expenses, the service awards, and attorneys' fees and costs.

YOUR RIGHTS AND OPTIONS

Submit a Claim Form. To receive a cash award, fill out the attached Claim Form and drop it in the mail. You may also submit a Claim Form electronically on the Settlement Website: www.collectoclassaction.com. You may request a Claim Form by calling 1-855-309-1484 or you may download a Claim Form on the Settlement Website. Settlement Class Members may only submit one claim. Your Claim Form must be postmarked no later than November 27, 2017.

Opt Out. You may also exclude yourself from the lawsuit and keep your right to sue Collecto, Inc. on your own by sending a written request for exclusion to the Settlement Administrator by November 27, 2017. If you do not exclude yourself, you will be bound by the settlement and give up your right to sue regarding the settled claims. Please visit the Settlement Website for more details.

Object. If you do not exclude yourself, you have the right to comment or object to the proposed settlement. Written objections must be signed, postmarked by November 27, 2017, and provide the reasons for the objection. Please visit the Settlement Website for more details.

Do Nothing. If you do nothing, you will not receive any payment and will lose the right to sue regarding any issues relating to this action. You will be considered part of the Settlement Class, and you will be bound by the Court's decisions.

Attend the Final Approval Hearing. The Court has set a hearing to decide whether the settlement should be approved on January 17, 2018 at 2:00 p.m. at the U.S. District Court for District of Massachusetts, *1 Courthouse Way, Boston, Massachusetts 02210*. All persons who timely object to the settlement by November 27, 2017 may ask to appear at the Final Approval Hearing.

This Notice is only a summary. You can find more details about the settlement on the website: www.collectoclassaction.com or by calling toll free 1-855-309-1484. Please do not contact the Court.

Collecto TCPA Settlement Claim Form

To make a claim, fill out each section of this Form, sign where indicated, carefully tear at perforation, and drop in the mail. Claim Forms must be submitted by **November 27, 2017**. You may also complete your Claim Form online at www.collectoclassaction.com.

Part I: Claimant Identification.

Name (First, Last): _____
Street Address: _____ Apartment: _____
City: _____ State: _____ ZIP Code: _____
Foreign Country (only if not USA): _____
Phone number where you can be reached: (____) _____ - _____

Part II: Claim.

I was the subscriber or assigned user of the telephone number «Telephone Number», I received at least «No.of Calls» telephone call(s) to this number from Collecto between July 23, 2009 and June 30, 2014, and I never had an agreement with the creditor for whom Collecto sought to collect a debt on the call.

Part III: Certification. By submitting this Claim Form, I certify that the foregoing informatio supplied by the undersigned is true and correct.

Signature: _____ Date: ____/____/____

Inside