

# LG Front-Loading Washing Machine Class Action Litigation

## Frequently Asked Questions

Civil Action No. 08-51(MCA)(LDW)  
United States District Court for the District of New Jersey

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A class action lawsuit is pending in the U.S. District Court for the District of New Jersey before the Honorable Madeline C. Arleo, entitled *LG Front-Loading Washing Machine Class Action Litigation*, Civil Action No. 08-51(MCA)(LDW). The parties have proposed to settle the litigation. You may be a Settlement Class Member. The proposed settlement may affect your legal rights. You have a number of options, which are explained in greater detail below.

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### 1. What is this Lawsuit about?

The lawsuit alleges that certain LG front-loading washing machines (“Washers”) had an undisclosed propensity to develop a Mold and/or Odor Problem. LG denies the claims. The parties have entered into the proposed settlement to avoid the risks and costs of further litigation.

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### 2. What is a class action?

In a class action, one or more people called “Class Representatives” or “Plaintiffs” sue on behalf of other people who have similar claims. The people together are “Class Members” or “Settlement Class Members”. The persons who sued—and all of the Settlement Class Members like them—are called the Plaintiffs. The individual, and/or company they sued (in this case LG Electronics USA, Inc. or “LG USA”) is called the Defendant. One Court resolves the issues for everyone in the Settlement Class—except for those people who choose to exclude themselves from the Settlement Class. Judge Madeline C. Arleo of the United States District Court for the District of New Jersey is in charge of this case and certified the lawsuit as a class action for settlement purposes only.

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### 3. How do I know if I am part of the Settlement Class?

The Settlement Class means all residents of the United States who were the original purchasers of one or more Washers, for home and not commercial use, between January 1, 2002 and December 31, 2006. Excluded from the Class are: (1) LG USA; (2) retailers, wholesalers, and other individuals or entities that purchased the Washers for resale; (3) the United States government and any agency or instrumentality thereof; (4) the judge to whom this case is assigned and any member of the judge’s immediate family; and (5) Settlement Class Members who timely and validly opt to exclude themselves from the Settlement Class.

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### 4. What does the Settlement provide?

Class Members who have actually experienced a mold or related odor issue, and who file a valid, timely Claim are entitled to choose one of the following settlement benefits:

- \$35 Cash Payment in the form of a check; OR
  - \$105 Washer Rebate Certificate. The Washer Rebate Certificate is redeemable after you purchase a new Washer from an authorized Washer dealer after the Effective Date of this Settlement. The Washer Rebate Certificate will expire, and must be redeemed by, twelve (12) months from the Effective Date of this Settlement.
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## **5. How do I receive a settlement benefit? – Filing a Claim**

In order to receive settlement compensation, you must submit a completed Claim Form. To submit a claim online, please visit the settlement website: [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com) or by calling toll-free 1-855-856-9355. If you do not wish to file a Claim Form online, a Claim Form and instructions can also be downloaded from the settlement website and submitted by mail to LG USA Front-Loading Washing Machine Settlement ICA, 1801 Market Street, Suite 660, Philadelphia, PA 19103, or by facsimile to (215) 405-2629. Your Claim Form must be submitted no later than **October 10, 2016** if submitted via fax or electronically via the Settlement website. If submitted by mail, your submission must be postmarked no later than **October 10, 2016**.

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## **6. Do I have to submit documentation with my Claim Form?**

If you are not a Prequalified Class Member, you must submit together with your Claim Form, one of the following:

- A photograph of the Washer's serial number if you still own the Washer; OR
- A document evidencing proof of purchase of the Washer such as: a credit card receipt, cancelled check, warranty card, invoice/receipt from an authorized LG USA dealer, proof of purchase of an extended warranty, etc.

Prequalified Class Members are not required to submit supporting documentation to prove their purchase because they have been identified in LG's databases as having purchased a Washer.

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## **7. What is a Prequalified Class Member?**

Settlement Class Members who can be identified in LG USA's databases by serial number as having purchased an eligible LG USA Front-Loading Washing Machine.

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## **8. I received a Postcard Notice regarding this Settlement in the mail with a Prequalified Claim # and Confirmation Code printed above my name and address – what do I need to do?**

If your Postcard Notice has a "Prequalified Claim #" and "Confirmation Code" printed above your name and address on the front of the Postcard, you have been identified as a Prequalified Class Member. Prequalified Class Members are not required to submit supporting documentation to prove their purchase. Prequalified Class Members who wish to participate in the settlement may file a claim by any of these methods:

- ONLINE:** Visit the Settlement website at: [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com) and submit your claim online. Click on the "File a Claim" link and you will be guided through the claim filing process. Be sure to have your Prequalified Claim # and Confirmation Code from your

postcard when filing online – you will be asked to provide that information to simplify the process.

**PAPER:** Visit the Settlement website at [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com), email [info@LGWasherSettlement.com](mailto:info@LGWasherSettlement.com), or call toll free 1-855-856-9355 to obtain a Claim Form. Then complete the claim form, and mail it to:

LG USA Front-Loading Washing Machine Settlement ICA  
1801 Market Street, Suite 660  
Philadelphia, PA 19103

or fax it to: (215) 405-2629

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### **9. I received a Postcard Notice regarding this Settlement in the mail with a CONTROL # printed above my name and address – what do I need to do?**

If you wish to participate in the settlement, and submit a claim, you may file a claim by any of these methods:

**ONLINE:** Visit the Settlement website at: [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com) and submit your claim online. Click on the “File a Claim” link and you will be guided through the claim filing process.

**PAPER:** Visit the Settlement website at [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com), email [info@LGWasherSettlement.com](mailto:info@LGWasherSettlement.com), or call toll free 1-855-856-9355 to obtain a Claim Form. Then complete the claim form, and mail it to:

LG USA Front-Loading Washing Machine Settlement ICA  
1801 Market Street, Suite 660  
Philadelphia, PA 19103

or fax it to: (215) 405-2629

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### **10. I saw a Notice in a magazine or online regarding this Settlement – what do I need to do?**

If you wish to participate in the settlement and submit a claim, you may file a claim by any of these methods:

**ONLINE:** Visit the Settlement website at: [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com) and submit your claim online. Click on the “File a Claim” link and you will be guided through the claim filing process.

**PAPER:** Visit the Settlement website at [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com), email [info@LGWasherSettlement.com](mailto:info@LGWasherSettlement.com), or call toll free 1-855-856-9355 to obtain a Claim Form. Then complete the claim form, and mail it to:

LG USA Front-Loading Washing Machine Settlement ICA  
1801 Market Street, Suite 660  
Philadelphia, PA 19103

Or fax it to: (215) 405-2629

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## 11. What if I do not want to participate in this Settlement?

All Class Members shall have the right to exclude themselves or opt out of the Settlement Class at any time during the opt-out period. The postmark deadline to opt out of the Settlement is **September 8, 2016**.

Any Class Member who wishes to opt out of the Class may do so by mailing a letter to the Independent Claims Administrator ("ICA"). The opt out request must include: (i) Your name and address; (ii) The date of purchase of your Washer; (iii) A statement clearly indicating that your intention to opt out of the *LG Front-Loading Washing Machine Class Action Litigation*, Civil Action No. 08-51(MCA)(LDW); and (iv) Your signature.

Mail your opt out request to the ICA at the address below postmarked no later than **September 8, 2016**:

LG USA Front-Loading Washing Machine Settlement ICA  
ATTN: Opt Out Requests  
1801 Market Street, Suite 660  
Philadelphia, PA 19103

Any Class Member who elects to opt out of the Class (i) shall not be bound by any orders or judgments entered in this Action; (ii) shall not be entitled to relief under, or be affected by, this Agreement; (iii) shall not gain any rights by virtue of this Agreement; and (iv) shall not be entitled to object to any aspect of this Agreement.

Any Class Member who has opted out and wishes to revoke his or her request for exclusion may do so by mailing a letter stating clearly the desire to revoke the previous request for exclusion to the ICA before the **September 8, 2016** opt out deadline.

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## 12. How do I tell the Court if I do not like the Settlement?

Class Members may serve written objections to the Settlement, or to Class Counsel's application for Attorneys' Fees and Expenses.

The objection must include (i) the Class Member's full name and current address and telephone number; (ii) the serial number of the Washer the Class Member owns or owned (or, for Prequalified Class members, their unique identification number); (iii) a description of all of the Class Member's objections, the specific reasons therefore, and any and all supporting papers, including, without limitation, all briefs, written evidence, and declarations; and (iv) the Class Member's signature. Class Members submitting objections who wish to appear either personally or through counsel at the Fairness Hearing and present their objections to the Court orally must include a written statement of intent to appear at the Fairness Hearing in the manner prescribed by the Notice. Only Class Members who specify in their objections that they intend to appear personally or through counsel at the Fairness Hearing will have the right to present their objections orally at the Fairness Hearing. Settlement Class Members who do not submit timely written objections will not be permitted to present their objections at the Fairness Hearing.

To be considered, any such objection must be mailed to the Clerk of the Court, with copies to Class Counsel and counsel for LG USA not later than **September 8, 2016** (*i.e.*, must be either received by the Clerk or be postmarked no later than **September 8, 2016**).

<b>Court</b>	<b>Class Counsel</b>	<b>Class Counsel</b>
United States District Court for the District of New Jersey Martin Luther King Building and U.S. Courthouse 50 Walnut Street Newark, NJ 07101	Steven A. Schwartz Alison G. Gushue CHIMICLES & TIKELLIS LLP One Haverford Centre 361 W. Lancaster Ave. Haverford, PA 19041	James E. Cecchi CARELLA, BYRNE, CECCHI, OLSTEIN, BRODY & AGNELLO, P.C. 5 Becker Farm Road Roseland, NJ 07068
<b>Class Counsel</b>	<b>Class Counsel</b>	<b>Class Counsel</b>
Jonathan D. Selbin Jason L. Lichtman LIEFF CABRASER HEIMANN & BERNSTEIN, LLP 250 Hudson Street, 8th Floor New York, NY 10013	Oren S. Giskan GISKAN, SOLOTAROFF, ANDERSEN & STEWART, LLP 11 Broadway, Suite 2150 New York, NY 10004	James C. Shah SHEPHERD, FINKELMAN, MILLER & SHAH, LLP 35 East State Street Media, PA 19063
<b>Defense Counsel</b>		
Scott Glauberman Winston & Strawn LLP 35 W. Wacker Drive Chicago, IL 60601-9703		

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**13. When and where will the Court determine whether to approve the Settlement?**

The Court entered an order preliminarily approving the Settlement Agreement on June 17, 2016. The Court will hold a Final Approval Hearing at 11:00 a.m. on **October 13, 2016** at the United States District Court, District of New Jersey.

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**14. What if the proposed Settlement is not approved?**

If the proposed Settlement is not granted final approval, then the proposed Settlement will not become effective and will be voided, the Litigation will proceed without further notice, and none of the agreements set forth in the Notice will be valid or enforceable.

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**15. Do I have a lawyer in the case?**

Yes. The Court has appointed these lawyers and firms as "Class Counsel," meaning that they were appointed to represent all Class Members: Steven A. Schwartz and Alison G. Gushue of Chimicles & Tikellis, LLP; James E. Cecchi of Carella, Byrne, Cecchi, Olstein, Brody & Agnello, P.C.; Jonathan D. Selbin and Jason L. Lichtman of Lieff, Cabraser, Heimann & Bernstein, LLP; Oren S. Giskan of Giskan, Solotaroff, Andersen & Stewart, LLP; & James C. Shah of Shepherd, Finkelman, Miller & Shah, LLP.

You will not be charged for these lawyers. If you want to be represented by your own lawyer, you may hire one at your own expense.

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**16. How do I get more information about the Settlement?**

The official terms of the proposed Settlement are in the settlement agreement. A copy of the settlement agreement, as well as other court documents and important deadline dates are located on the settlement website: [www.LGWasherSettlement.com](http://www.LGWasherSettlement.com). If you have any questions regarding the settlement or the submission of the Claim Form, contact the ICA at:

Email: [info@LGWasherSettlement.com](mailto:info@LGWasherSettlement.com)

Phone: 1-855-856-9355

Mail: LG USA Front-Loading Washing Machine Settlement ICA  
1801 Market Street, Suite 660  
Philadelphia, PA 19103

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