

## **Frequently Asked Questions**

### **Wratchford v. Household Financial Services, Inc.**

#### **What is this case about?**

A settlement has been reached in this case. It was alleged that Household improperly kept excess money that was paid in advance for interest after the principal on a residential mortgage was paid in full.

#### **Who is included in the Class?**

All persons in the United States (1) whose loan contract provided that interest would be charged until the full amount of principal was repaid; (2) from whom, or on whose behalf, Household received per diem (i.e., daily) interest for days on or after the day of the payoff; and (3) to whom Household never returned the extra per diem interest, for the period April 25, 1993 through August 17, 2004, excluding Household and the members of the Illinois judiciary.

#### **What are the benefits of the Settlement?**

The proposed Settlement is conditioned upon Court approval. If the Court approves the Settlement, then all Class Members who do not timely and validly exclude themselves from the Settlement will be bound by the terms of the Settlement Agreement and Release, described in the Class Notice. Household has agreed to pay \$10.00 to each Class Member who submits a timely and valid claim form. Only one claim will be paid, and only one Settlement check will be issued, per loan. Checks issued to Claimants will be void 6 months after issuance.

#### **How do I obtain Settlement benefits?**

You may obtain the Settlement benefits by completing the claim form that was attached to the notice you received in the mail. All the information on the claim form must be filled out in order for it to be considered valid, and it has to be mailed to the Settlement Administrator with a postmark no later than November 26, 2010.

#### **How do I request exclusion from the Settlement?**

You may request exclusion from the Settlement by sending a written request for exclusion to LakinChapman, LLC., P.O. Box 229, Wood River, Illinois 62095, Attn: Household Litigation, on or before July 9, 2010. All Class Members who file a proper and timely exclusion will be excluded from the Settlement and will have no rights under the Settlement Agreement, and no right to make a claim for the financial benefit described in the Class Notice. A request for exclusion must: (a) be in writing; (b) state your current address, your address at the time of the loan transaction if different from your current address, and the last four digits of your social security number; and (c) contain a signed statement that: "I/we hereby request that I/we be excluded from the class in the Wratchford v. Household Financial Services, Inc. litigation."

### **How do I object to the Settlement?**

To object to the Settlement you have to be a Class Member and must not have excluded yourself from the Settlement. You must file your objection in writing to the Clerk of the Circuit Court of Madison County, 155 North Main Street, Suite 120, Edwardsville, IL 62025 by no later than July 9, 2010. Copies of your written objection must be mailed to Class Counsel and Household's counsel by the same date to the addresses in Section V and VI of the Class Notice. A written objection must include: (a) proof of your membership in the Class, which can be shown by a copy of your mortgage documents or the HUD-1 settlement statement of your residential mortgage loan; (b) the specific grounds for the objection and any reasons why you desire to be heard; and (c) any documents or writings that you desire the Court to consider. If you would like to appear in person or through counsel at the Final Fairness Hearing, then your written objection must include your intention to appear.

### **When is the Settlement Hearing?**

The Final Fairness Hearing will be held on July 29, 2010, at 9:00 a.m. at the Madison County Courthouse, located at 155 North Main Street, Edwardsville, Illinois. At the Final Fairness Hearing the Court will consider whether the proposed settlement is fair, reasonable, and adequate, as well as in the best interests of the Class. If there are objections, the Court will consider them.

### **Who are the attorneys representing the Class in this case?**

The Plaintiffs and the Class in this lawsuit are represented by attorneys Mark L. Brown, LakinChapman LLC; Timothy Campbell, Campbell & McGrady Law Office; Paul M. Weiss, Freed & Weiss LLC; and Phillip A. Bock, Bock & Hatch, LLC.

### **Why is the Claim Form asking for the last four digits of my Social Security Number?**

Household must search its records to confirm each claimant's membership in the Class and to avoid duplication. To reduce confusion caused by common names and to expedite the search for records to identify claimants and process the payment of claims, the last four digits of your Social Security number are requested. Your complete Social Security number was provided to Household at the time of your loan transaction. For your security and convenience, only the last 4 digits are requested now to help Household locate your records in its files.

### **Why am I receiving a second notice?**

You were identified by Household as a potential class member, and your address was obtained by the settlement claims administrator from Household's records. Unfortunately, at some point the electronic database provided by Household to the claims administrator became corrupted so that the names and addresses did not match, resulting in the incorrect mailing. A revised notice with corrected names and addresses has been mailed, and the deadlines for submitting claim forms or objections or for opting out of the settlement have been extended. If you already submitted a claim form, opt-out, or objection, then you need not submit another one.