
HEFFLER, RADETICH & SAITTA_{LLP}
— CERTIFIED PUBLIC ACCOUNTANTS —

December 2, 2011

Via E-mail

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Via E-mail

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Re: *Kardonick, et. al. v. JP Morgan Chase & Co. et al. Litigation*

For services rendered and expenses incurred for the period May 1, 2011 through November 30, 2011, as follows:

The following represent items that are billed on a per item basis:

1. Maintain and monitor on a monthly basis the website *www.kardonicksettlement.com*;
2. Maintain and monitor the toll free telephone system with automated responses (IVR). Also have live operators available to assist class members;
3. Pick-up of mail at P.O. Box 280 on an as-needed basis. Open and sort the mail received, batch the claims, returns and requests separately, as applicable;
4. Respond to telephone, written and e-mail inquiries concerning status, request for forms and general information;
5. Process returned/undeliverable notices. Scan all documents received. Re-mail those with updated addresses through August. Send all others to TransUnion to search for an updated address. Re-mail all returned by TransUnion with updated address through August;
6. Update database for all change of address notifications received;
7. Receive electronic claims; receive and data enter paper claims into the database.

The following represent items that are billed at the hourly rates listed in our proposal:

1. Prepare status reports and activity updates for Counsel on an as needed basis;
2. Review Orders and other Court documents, discuss with Counsel;

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3. Meetings and conference calls with Counsel and staff on various issues noted in the Notice mailing process, claims submission and regarding status issues;
4. Monitor and maintain IT compliance and security review;
5. Revisions to website based on issues or requests.

INVOICE

I. COSTS:

A. PROOF OF CLAIM FORMS:

Electronic Claims :

65,599 claims @ \$.40 \$ 26,239.60

Paper Claims

10,741 claims @ \$.95 10,203.95

Total invoiced for claims activity this period \$ 36,443.55

B. IVR / LIVE OPERATOR COSTS:

IVR Call minutes 169,833 minutes @ \$0.23/min. 39,061.59

Live Operators 30,900 minutes @ \$0.50/min. 15,450.00

Internal Operators¹ 18,015 minutes @ \$0.50/min. 9,007.50

C. WEBSITE MAINTENANCE:

Monthly Maintenance (8 @ \$750/month) 5,250.00

D. CORRESPONDENCE:

Responses/Deficiency Letters 2,921 @ \$0.50/response 1,460.50

E. PROCESS RETURNED POSTCARDS

317,781 returns @ \$0.05 15,889.05

661,054 printed notices to re-mail @ \$0.039 25,781.11

**F. SCANNING OF RETURNED NOTICES & PAPER CLAIM FORMS
SUBMITTED (reduced rate)**

Scans 1,159,061 @ \$0.05 57,953.05

G. OTHER OUT-OF-POCKET COSTS:

Telephone \$ 3,348.95

Claim Form Package & Postage² 15,830.25

Locator Service (NCOA & TransUnion) 75,505.34

Postage³ 48,195.94

Post Office Box Renewal 605.00

Sales Tax on Returns and Remails 1,184.08

Photocopies (2,545 @ \$0.10) 254.50

144,924.06

TOTAL COSTS

\$ 351,220.41

¹ Use of external operators terminated on June 14, 2011. Internal operator time only reflects time they spent on Kardonick case calls and messages.

² 21,500 claim form packages were printed as inventory to mail per the requests received by the live operators, correspondence, etc. The amount is net of \$4,693.63 in excess postage received in the original advance.

³ This postage relates to additional notices re-mailed that were not covered by the advance postage received of \$93,000 received on July 25, 2011. HR&S advanced this additional postage to allow the Notices to be released promptly.

II. **FEES:**

Partners	21.00 Hours @ \$210.00 - \$265.00	\$ 5,250.00
Managers / Computer Programmers	65.75 Hours @ \$150.00 - \$175.00	10,237.50
Senior Accountants / Data Processing Supervisors	42.75 Hours @ \$110.00 - \$150.00	<u>4,702.50</u>

TOTAL FEES 20,190.00

TOTAL INVOICE \$ 371,410.41

Amount Due from Invoice Dated May 31, 2011 \$ 273,200.68
Amount Paid 247,898.18

Amount Due 25,302.50

TOTAL DUE \$ 396,712.91