

RicePoint, a Computershare company
Desjardins Class Action Claims Administrator
P.O. Box 3355
London (Ontario)
N6A 4K3

DJQ

*NATHALIE BOULAY ET AL. -VS.-
FÉDÉRATION DES CAISSES
DESJARDINS DU QUÉBEC*

SUPERIOR COURT OF QUEBEC

Case No. 200-06-000231-194

**Must Be Postmarked
No Later Than
Sub-Class 1: April 20, 2023
Sub Class 2: October 20, 2025**

**CLAIM FORM FOR THE SETTLEMENT OF THE CLASS ACTIONS
REGARDING THE DESJARDINS PERSONAL INFORMATION BREACH**

**YOU CAN ALSO COMPLETE THIS FORM AND FILE YOUR CLAIM IN A SIMPLE
AND QUICK MANNER, DIRECTLY ONLINE, BY VISITING THE FOLLOWING WEBSITE:**

<https://www.desjardinssettlement.com/>

By completing this form, you could receive the following benefits:

- **A compensation for loss of time** (up to \$18/hour, for a maximum of five hours), i.e. the time you have spent taking certain eligible steps (defined below) related to the personal information breach at Desjardins;
- **A compensation if you were the victim of identity theft** (up to \$1,000), i.e. if your personal information was used or modified by a third party unduly or without your consent to commit fraud, and if you meet the other conditions defined below.

This claim form is simple and can generally be completed in a few minutes. Once completed, the claim form (and copies of supporting documents for identity theft) must be sent **by mail** to the following mailing address:

RicePoint, a Computershare company
Desjardins Class Action Claims Administrator
P.O. Box 3355
London (Ontario)
N6A 4K3

EQUIFAX

Furthermore, if you have not so far subscribed to the **Equifax credit monitoring service** offered by Desjardins, you have until October 20, 2023 to subscribe and thus benefit from this five (5) year Equifax service at Desjardins' expense. **In this case, enrollment in Equifax's credit monitoring service can be done free of charge by visiting the following address: <https://www.desjardins.com/ca/security/desjardins-identity-protection/index.jsp>**

IMPORTANT: In order to be eligible to file a claim for identity theft that you may be informed as of December 14, 2022, you must pre-register, by December 14, 2022, for a credit monitoring service with Equifax or TransUnion. Even if you have not yet experienced identity theft, it is important that you subscribe to a monitoring service to protect your right to compensation in the event of identity theft. Subscription to a credit monitoring service is not required to obtain compensation for lost time.



FOR CLAIMS PROCESSING ONLY	OB <input type="checkbox"/>	CB <input type="checkbox"/>	<input type="radio"/> DOC <input type="radio"/> LC <input type="radio"/> REV	<input type="radio"/> RED <input type="radio"/> A <input type="radio"/> B
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QUESTIONS

If you have any question, please contact the claims administrators, RicePoint Administration Inc., at 1-888-886-7164.

PRELIMINARY INFORMATION TO BE COMPLETED

First Name	M.I.	Last Name				
	M M /	Y Y Y Y				
Previous Last Name	Date of Birth (MM/YYYY)					
Email Address						
Confirm Email Address						
	—		—		—	
Area Code		Telephone Number (home)	Area Code		Telephone Number (cell)	
Primary Address						
Primary Address Continued						
City					Province	Postal Code
Country Name/Abbreviation						
You must also check the following box to receive compensation under the settlement:						
<input type="radio"/> By checking this box , I authorize the Claims Administrator to contact me at the email address or telephone number above to validate my claim.						

If you wish to file a claim for loss of time only, complete **SECTION 1** of this form.

If you wish to file a claim for identity theft only, complete **SECTION 2** of this form.

If you wish to file a claim for lost time and for identity theft, complete **SECTIONS 1 and 2** of this claim form. In this case, don't forget to sign the solemn declarations for sections 1 and 2.



SECTION 1 – COMPENSATION FOR LOSS OF TIME

You are entitled to compensation equivalent to \$18/hour, up to a maximum of five hours, for any loss of time spent managing the consequences of the personal information breach at Desjardins.¹

The time spent on the following steps, which are defined as “Compensable Actions”, is eligible for a claim (to be entitled to compensation, you must have spent at least 30 minutes performing Compensable Actions in connection with Desjardins’ personal information breach):

- a. Registering for Equifax or TransUnion;
- b. Implementing and adjusting alerts on monitoring services, including fraud alert;
- c. Resolving any problems that arise during a credit approval application due to the implementation of the monitoring service or a fraud alert;
- d. Conducting research and/or communicating with Desjardins, or other sources of information, to understand and determine how to protect yourself from the consequences of the personal information breach at Desjardins;
- e. Taking steps to rectify identity theft.

If you are claiming for loss of time totaling **3 hours or less**, simply check the Compensable Actions that apply to you and indicate the time spent.

If you are claiming for loss of time totaling **more than 3 hours**, you must provide a brief description, in your own words, of the Compensable Actions that apply to you and indicate the time spent.

In all cases, you understand that your claim will be based on a solemn declaration and that the claims administrator may contact you to validate your claim.

If you have spent **3 hours or less** on Compensable Actions, use **SECTION 1A of this form**.

If you have spent **more than 3 hours** on Compensable Actions, use **SECTION 1B of this form**.

¹ Depending on the number of loss of time claims that are filed and accepted by the Claims Administrator, your lump sum compensation payment may be reduced on a pro rata basis.



SECTION 1A - COMPENSATION FOR LOSS OF TIME OF LESS THAN 3 HOURS

Please indicate which Compensable Actions apply to you and the time spent on them.

<input type="radio"/>	Registering for Equifax or TransUnion;	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
<input type="radio"/>	Implementing and adjusting alerts on monitoring services, including fraud alert.	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
<input type="radio"/>	Resolving any problems that arise during a credit approval application due to the implementation of the monitoring service or a fraud alert.	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
<input type="radio"/>	Conducting research and/or communicating with Desjardins, or other sources of information, to understand and determine how to protect yourself from the consequences of the personal information breach at Desjardins.	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
<input type="radio"/>	Taking steps to rectify identity theft.	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]

You must **sign the Solemn Declaration** below to obtain compensation for lost time.

SOLEMN DECLARATION

I understand that the claims administrator may contact me to validate my claim.

I solemnly declare that all the information provided is true, accurate and complete, to the best of my knowledge, knowing that my statement has the same force and effect as if I were making it under oath.

Claimant's Signature: _____

Dated (mm/dd/yyyy): _____

Print Name: _____

SECTION 1B - COMPENSATION FOR LOSS OF TIME OF MORE THAN 3 HOURS

If you have spent more than 3 hours on Compensable Actions, please briefly describe below, in your own words, all the Compensable Actions you have completed and the time you have devoted to each of them.

[Action 1]	<input type="text"/>	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
[Action 2]	<input type="text"/>	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
[Action 3]	<input type="text"/>	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
[Action 4]	<input type="text"/>	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]
[Action 5]	<input type="text"/>	[<input type="text"/> <input type="text"/> h <input type="text"/> <input type="text"/> m]

You must **sign the Solemn Declaration** below to obtain compensation for loss time.

SOLEMN DECLARATION

I understand that the claims administrator may contact me to validate my claim.

I solemnly declare that all the information provided is true, accurate and complete, to the best of my knowledge, knowing that my statement has the same force and effect as if I were making it under oath.

Claimant's Signature: _____

Dated (mm/dd/yyyy): _____

Print Name: _____



SECTION 2 - IDENTITY THEFT COMPENSATION

Under the Settlement, the concept of identity theft is defined as the act of committing fraud by gathering and using a person's personal information, unduly and without the person's knowledge and pretending to be that person ("Identity Theft").

For the purposes of the Settlement, Identity Theft excludes fraudulent transactions on a credit card that was lawfully obtained by the member.

However, Identity Theft includes the following transactions:

1. Opening an account, whether a chequing account, a savings account, a mobile phone subscription account, etc.; and/or
2. Taking control of a pre-existing account (Account takeover); and/or
3. Applying for a credit card, prepaid card or financing such as a loan or margin; and/or
4. Performing a financial transaction, i.e. Interac transfer, purchase or cash advance, withdrawal or deposit, government assistance request, bill payment, money transfer, bank draft, etc.; and/or
5. Purchasing insurance; and/or
6. Providing a guarantee or endorsement as part of a transaction.

If you were the victim of Identity Theft since January 1, 2017, you could obtain a lump sum compensation of up to \$1,000², in addition to the compensation for loss of time for Compensable Actions (see section 1 of this form).

In order to be compensated, you will need to produce one or more documents that show that you have been the victim of Identity Theft.

You will also need to confirm that since June 20, 2019, you have not been the subject of another personal information breach that led to an Identity Theft and for which you have already obtained compensation.

If the Identity Theft for which you wish to be compensated was discovered after December 14, 2022, you will need to confirm that you have previously enrolled before December 14, 2022 for a credit monitoring service offered by Equifax or TransUnion for your claim to be valid. Lastly, you understand that your claim will be based on a solemn declaration and that the Claims Administrator may contact you to validate your claim.

Since January 1, 2017, have you been the victim of Identity Theft, as defined above? YES NO

If you have checked yes, you must attach **copies** of the documentary evidence showing that you have been the subject of Identity Theft. **Be sure to produce copies of your documents as no documents will be returned by the claims administrator.**

Documents accepted as documentary evidence include:

- Emails;
- Letters;
- Account statements;
- Receipt;
- Invoices;
- Written notices;
- Screenshots.

² Depending on the number of Identity Theft claims that will be filed and accepted by the Claims Administrator, your lump sum compensation payment may be reduced on a pro rata basis.



With the selection of Identity Theft, we would ask that you provide a brief explanation of your situation. Please ensure that your description do not exceed 2000 words.

Large empty rectangular box for providing a brief explanation of the situation.

If you first became aware of Identity Theft after December 14, 2022, you must also confirm that you subscribed to a monitoring service offered by Equifax or TransUnion before that date by **checking the following box**:

You must mail this claim form and all copies of your documentary evidence in a single envelope to the address indicated on the first page of this claim form.

You must **check** the following statement and sign the following solemn declaration to obtain compensation for loss of time:

By **checking the following box**, I confirm that since June 20, 2019, I have not been the subject of another personal information breach that led to Identity Theft and for which I have already received compensation:

SOLEMN DECLARATION

I understand that the claims administrator may contact me to validate my claim.

I solemnly declare that all the information provided is true, accurate and complete, to the best of my knowledge, knowing that my statement has the same force and effect as if I were making it under oath.

Claimant's Signature: _____ Dated (mm/dd/yyyy): _____

Print Name: _____

QUESTIONS?

If you have any questions, please contact RicePoint, Claims Administrator at:

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Desjardins Class Action Claims Administrator
P.O. Box 3355
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N6A 4K3

or by telephone at 1-888-886-7164

