

# LEGAL NOTICE PROGRAMS

JND's team of legal notice experts work alongside our legal administration team to create and implement innovative notice programs that effectively reach class members and inform them of their legal rights and options, while protecting their privacy and facilitating timely response by connecting the class with JND's top-tier class member inquiry services.



## EXPERIENCED CONSULTANTS

- Early case assessment (ECA) and review of proposed case documents
- Pre-filing consultations to ensure due process and address potential obstacles
- Avoid costly revisions and delayed approvals



## CLASS LIST CREATION

JND's data team expertly handles information collected from myriad sources to create a notice database for delivering direct notice to class members by mail and email, and uses de-duplication tools to validate class member information while protecting the integrity of the data and ensuring due process. JND has handled numerous cases involving large amounts of data, including complex health plan data in connection with a massive antitrust settlement.



## MEMBER INQUIRY SERVICES

- Cases are assigned a unique toll-free number and dedicated email inbox to facilitate timely class member inquiry response
- JND staffs four call centers with the capacity for 2,500 trained agents
- JND's custom websites range from information-only to fully functional claim submission sites; all sites are mobile-enabled and ADA compliant
- Easy-to-use QR codes on notice materials provide convenient mobile access to settlement information



## EXPERT OPINION & TESTIMONY

JND boasts two court-recognized notice experts – Co-Founder and CEO, Jennifer Keough, and Vice President of Operations Gina Intrepido-Bowden – whose programs have been approved in hundreds of cases in courts throughout the country.



## ENGAGING PLAIN LANGUAGE NOTICES

Today's legal notices need to do more than simply reach class members – they need to be engaging and actionable. JND uses engaging, plain language to ensure that class members understand their full rights and options under the law and know how to access additional resources and support if necessary.



## MULTICHANNEL MEDIA PLANS

Adept in both executing traditional campaigns and navigating the complexities of cutting-edge digital channels, our legal notice experts know how to reach the right people with the right message, when (and where) they are most likely to take action.

- Notice strategy is informed by extensive analysis of class member demographic information and media usage patterns
- Proposed media mix may include , among other methods: direct mail and email notice; print, radio and/or TV ads; digital (online) ads; and third-party outreach

## EMAIL NOTICE EXPERIENCE

JND's email notice experience and expertise are unmatched, having conducted hundreds of email campaigns, including some of the largest on record. In both the \$2.67 billion Blue Cross Blue Shield antitrust settlement and the \$1.3 billion Equifax Data Breach settlement, JND successfully delivered hundreds of millions of email notices to class members. We have also delivered millions of emails in the following cases:

- *Benson v. DoubleDown Interactive, LLC*
- *Edwards v. Hearst Comm., Inc.*
- *Herrera v. Wells Fargo Bank, N.A.*
- *General Motors LLC Ignition Switch Litig.*
- *MacBook Keyboard Litig.*
- *NFL's "Sunday Ticket" Antitrust Litig.*
- *Ripple Labs, Inc. Litig.*
- *Subaru Battery Drain Prods. Liab. Litig.*
- *Volkswagen "Clean Diesel" Mktg., Sales Practice and Prods. Liab. Litig.*
- *Intuit Free File Litig.*
- *King v. Bumble Trading Inc.*
- *Lerman v. Apple Inc.*
- *Linneman v. Vita-Mix Corp.*
- *Macias v. Los Angeles County Dep't. of Water and Power*
- *Press v. J. Crew Grp. Inc.*
- *Sidibe v. Sutter Health*
- *Swinton v. SquareTrade, Inc.*
- *Yates v. Checkers*

Our in-house process uses industry-leading solutions to deploy the most efficient email notification campaigns and our data team is staffed with email and software experts who conform the email notice program to the particulars of the case. Our emails are run through spam testing software for sender identification and authorization, and hostname evaluation. Additionally, we check the send domain against the 25 most common IPv4 blacklists. We continually analyze each campaign's data and effectiveness, adjusting the campaign as needed, and ensuring the highest possible deliverability rate.

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