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7 *and Venus Savage and the Class*

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9 SUPERIOR COURT OF THE STATE OF CALIFORNIA  
10 FOR THE CITY AND COUNTY OF SAN FRANCISCO

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12 PHYLLIS BRANNIN, VIRGINIA GOMEZ and  
13 VENUS SAVAGE, Individually and On Behalf  
of All Others Similarly Situated,

14 Plaintiffs,

15 v.

16 GOLDEN GRAIN COMPANY and DOES 1  
17 through 100,

18 Defendants,

Case No. CGC-16-555084

**DECLARATION OF JAMES R.  
PRUTSMAN, CONCERNING CLAIMS  
PROCEDURE**

19  
20 I, JAMES R. PRUTSMAN declare as follows:

21 **INTRODUCTION**

22 1. The purpose of this declaration is to provide clarification for the Court concerning  
23 claims procedure.

24 **CLAIMS PROCEDURE**

25 2. This Declaration is a supplement to the one I executed on March 6, 2020.

26 3. In my experience with claims made settlements, the number of disputed claims that  
27 could not be resolved is relatively small. That is particularly true where, as here, class members are  
28 eligible to submit a claim without need for proof of purchase, because typically the overwhelming

1 number of claims are submitted without supporting proof, and class members merely claim the  
2 maximum benefit available for unsupported claims.

3 4. For claims that are supported by proof of purchase, I generally experience very few  
4 issues. Typically, the problem arises because the person submitting the claim failed to understand  
5 the instructions for doing so. In this case, by requiring claims to include claimant contact  
6 information, Heffler will be able to contact the claimant and attempt to provide additional  
7 instructions or assistance in order to resolve whatever the issue may be.

8 5. Within ten (10) days of the close of the Claims Period, Heffler will contact all  
9 Claimants whose claims were rejected, using the contact information the Claimants have provided  
10 on their Claim Forms. Heffler will provide an explanation of the reason for its decision to reject  
11 each claim, and will provide the rejected Claimants an opportunity to dispute or to cure any  
12 problems with their Claim Form through a simple online procedure. Rejected Claimants' deadline  
13 to dispute or cure any problems with their Claims will be set two weeks after they are notified of the  
14 rejection.

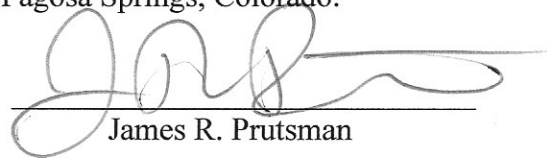
15 6. Heffler will then review all disputed, rejected claims and will reverse its prior  
16 rejection of any disputed, rejected claims, where the basis for rejection has been reasonably  
17 disputed or cured. Heffler will then forward the remaining disputed rejected claims to the attorneys  
18 for the parties, who may, by mutual agreement, reverse Heffler's decision to reject them. Finally,  
19 Heffler will notify any Claimants whose claim remains disputed and rejected of that decision, and  
20 that, if they so choose, they can escalate their dispute to the Court by filling out a simple, online  
21 form within such time period as it ordered by the Court. Heffler will collect all documentation  
22 related to any remaining disputed, rejected claims filed by Claimants who choose to escalate their  
23 dispute to the Court, and will file such documentation in conjunction with its declaration reporting  
24 more generally on the dissemination of Class Notice and Claims procedure prior to the Court's  
25 hearing on final approval of the Settlement. Heffler then will await further instructions from the  
26 Court and/or the parties for the next steps.

27 7. In my experience, I would anticipate the number of claims that would actually  
28 require presentation to the Court to be extremely small, if there are any at all, and that the reasons

1 for disputing the claim will be obvious, such as doctored or duplicative receipts, duplicative claims  
2 or other overt signs of abuse of the claim process. These reasons are why such claims are disputed  
3 in the first place, and therefore very few persons who submit such claims initially are interested in  
4 presenting such claims to a Court. However, the mechanism described above creates an avenue for  
5 them to do so.

6 8. Finally, with respect to the orders and other court filings that will be posted on the  
7 settlement website, Heffler plans to and will post all orders entered in connection with preliminary  
8 approval, and all other documents requested by the Court to be posted.

9 I declare under the penalty of perjury, under the laws of the State of California, that the  
10 foregoing is true and correct. Executed on May 1, 2020 in Pagosa Springs, Colorado.

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13 James R. Prutsman  
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