

**Electrolux Front Load Washing Machine
Class Action Settlement
Claim Form Instructions-- GENERIC CLAIM FORM**

**ELX -GN
Instructions**

Instructions for Completing the Enclosed Claim Form

If you believe you are a Class Member in a settlement involving alleged mold, mildew and/or Odor Issues (defined in Settlement Agreement at www.flwashersettlement.com) related to a high-efficiency front load washing machine manufactured by Electrolux (including 3.1, 3.5 and 4+ platforms) and sold under the brand names Electrolux, Frigidaire, Crosley, White-Westinghouse, or Kenmore and purchased new between January 1, 2004 and December 31, 2011 ("Class Washer") and you wish to apply for a settlement benefit, you must complete this Claim Form.

WEB: Visit the Settlement website at: www.flwashersettlement.com and submit your claim online.

MAIL: Electrolux Front-Loading Washers Settlement
1801 Market Street, Suite 660
Philadelphia, PA 19103

If you submit your claim form online, you must do so on or before April 19, 2018. If you are mailing your claim form, first-class United States Mail, it must be post-marked no later than April 19, 2018.

If you are deemed to be a Class Member who has submitted a valid claim, you may be eligible to make a claim for **ONE** of the following benefits:

1. If you did not experience persistent mold, mildew and/or Odor Issues (as defined in Settlement Agreement or on website) inside your Class Washer within five (5) years of its purchase new, you are eligible for a 5% rebate off the purchase of a new Electrolux-manufactured appliance identified on the Appliance Option List.
2. If you experienced mold, mildew, and/or Odor Issues with your Class Washer within five (5) years of its purchase new, you are eligible for one of the following benefits (2A, 2B or 3):
 - A. Cash payment of \$50; **OR**
 - B. 20% cash rebate on the purchase of a new Electrolux-manufactured appliance identified on the Appliance Options List;

OR

3. If you experienced persistent (more than one time) mold, mildew and/or Odor Issue inside your Class Washer within five (5) years of your purchase and you also paid documented out-of-pocket expenses to repair and/or replace your Class Washer or to replace garments or other fabric materials due to mold, mildew and/or Odor Issues with your Class Washer within five (5) years of your purchase, you are eligible to choose reimbursement of up to \$500 in the aggregate (also subject to a \$150 damaged garments/fabric sub-limit that counts against the aggregate limit) of documented out-of-pocket expenses incurred to service or replace a Class Washer or replace damaged garments/fabrics due to persistent mold, mildew and/or Odor Issues.

YOU MAY ONLY SELECT ONE OF THESE BENEFITS.

If you wish to select # 1 OR # 2:

If you wish to select the 5% rebate because you bought or acquired a new Class Washer but did not experience persistent mold, mildew, and/or Odor Issues, or if you wish to submit a claim for a \$50 cash payment or a 20% cash rebate because you experienced persistent mold, mildew and/or Odor Issues in your Class Washer, you only need to complete PART ONE of the Claim Form (pages 2 and 3) and include any required documentation or photographs for your claim (do not complete or return PART TWO).

If you wish to select # 3:

If you wish to submit a claim for reimbursement of documented out-of-pocket expenses to service or replace a Class Washer due to persistent (more than one time) mold, mildew and/or Odor Issues inside your Class Washer or seek reimbursement for damaged garments or fabrics due to mold, mildew or Odor Issues (subject to aggregate limit and sublimit), you must (1) complete this entire Claim Form (pages 2 through 6); and (2) be sure to attach copies of all documentation and photographs required by PART TWO.

A separate Claim Form must be completed for each Class Washer. Only one (1) Claim Form per Class Washer allowed. If you have questions about this form, please visit the website at www.flwashersettlement.com, or contact the Claims Administrator via email: info@flwashersettlement.com or toll-free at 1-855-247-3819. Your claim must be submitted online or postmarked no later than April 19, 2018.

Your claim must be postmarked by:
APRIL 19, 2018

**Electrolux Front Load Washing Machine
 Class Action Settlement
 Claim Form -- PART ONE**

**ELX-GN
 PART ONE**

SECTION A: NAME AND CONTACT INFORMATION - GENERIC CLAIM FORM

Provide your name and contact information below. It is your responsibility to notify the Claims Administrator of any changes to your contact information after the submission of your Claim Form.

First Name

Last Name

Street Address

City

State

Zip Code

Please enter your Claim # and Confirmation Code if you received a Notice by mail or email.

SECTION B: INFORMATION ABOUT YOUR FRONT-LOADING CLASS WASHER

Provide the Model # of Class Washer

Provide the Serial # of Class Washer

Purchase Date:

MONTH

YEAR

Note: To locate the model and serial #, open the door to your washing machine and look for the serial tag label immediately above the opening where you load the Washer. Attach any required proof of ownership.

1	Did you in the United States purchase, receive as a gift, or acquire as part of the purchase or remodeling of a home, a new previously unused Class Washer (see Electrolux settlement website for list of brands and models possibly eligible for settlement benefits) during the period from January 1, 2004 through December 31, 2011? <i>Note: To locate the model and serial numbers, open the door to your washing machine and look for the serial tag label immediately above the opening where you load the Washer. (If you answered No to this question, STOP, you are not entitled to any compensation or benefit under this Settlement and are not a member of the Settlement Class.)</i>	Question 1: Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Was your front-loading Class Washer for personal/household use?	Question 2: Yes <input type="checkbox"/> No <input type="checkbox"/>
3	Have you previously received from Electrolux or a retailer either a full refund of the purchase price that you paid for your Class Washer or a free exchange of your Class Washer for a new washing machine of any model?	Question 3: Yes <input type="checkbox"/> No <input type="checkbox"/>
4	Have you previously received from Electrolux or a retailer any form of compensation or customer-satisfaction benefit for problems with your Class Washer (for example, a free gift card, a cash payment, a partial refund of the Washer's purchase price, a gift of a new product, a discount off the regular price of a new washing machine or any other product that you redeemed)?	Question 4: Yes <input type="checkbox"/> No <input type="checkbox"/> If yes, provide the dollar amount of the benefit: \$ _____

5	Within five years after purchasing your Class Washer, did you experience persistent (more than one time) mold, mildew, or Odor Issues inside your Class Washer and take steps to remedy the problem, such as using a washing machine cleaner, taking other steps to clean your Class Washer to remove persistent mold, mildew or eliminate an Odor Issue or contacting a servicer for advice or a repair?	Question 5: Yes <input type="checkbox"/> No <input type="checkbox"/>
6	<p>If you answered “NO” to Question 5, you are eligible to make a claim for a 5% rebate off the purchase of a new Electrolux-manufactured appliance on the Appliance Options List. Please check the “Yes” box for Question 6 to confirm that you elect to receive the 5% Rebate, then proceed to Section D to sign and complete your claim.</p> <p>If you answered “YES” to Question 5, please check the “No” box for question 6, and proceed to Question 7 below to sign and date the Attestation.</p>	Question 6: Yes <input type="checkbox"/> No <input type="checkbox"/>
7	<p>ATTESTATION: I attest under oath that within five years after purchasing my Class Washer, I experienced persistent (that is, more than one time) mold, mildew, or Odor Issues inside my Class Washer, and that I took steps to remedy the problem, such as using a washing machine cleaner, taking other steps to clean my Class Washer to remove mold, mildew or Odor Issues, or contacting a third-party servicer for advice or a repair.</p> <p>_____ Signature</p> <p>_____ Date</p>	<p>After Signing to the left, PROCEED TO SECTION C TO MAKE YOUR BENEFIT SELECTION</p>

SECTION C: SETTLEMENT BENEFIT SELECTION FOR CLAIMANTS WHO EXPERIENCED MOLD, MILDEW, OR ODOR ISSUES INSIDE THEIR CLASS WASHER WITHIN 5 YEARS OF PURCHASE

NOTE: IF YOU **DID NOT** EXPERIENCE MOLD, MILDEW OR ODOR ISSUES INSIDE YOUR CLASS WASHER WITHIN 5 YEARS OF PURCHASE, YOU ARE ONLY ELIGIBLE TO RECEIVE A 5% REBATE AND ARE NOT ELIGIBLE TO RECEIVE ONE OF THE BELOW BENEFITS. PLEASE PROCEED DIRECTLY TO THE CERTIFICATION SECTION.

Select which settlement compensation you would like to receive if your claim is deemed eligible for payment (Select one):

- (1) **\$50 Cash Payment** In the form of a check.
- OR**
- (2) **20% Rebate Certificate** Toward the purchase of a new eligible Electrolux-manufactured appliance on the Appliance Options List (see Class Notice or www.flwashersettlement.com for details and restrictions)
- OR**
- (3) **Reimbursement of Out-of-Pocket Expenses** Up to \$500 for documented out-of-pocket expenses incurred to service or replace a Class Washer or damaged garments/fabrics (subject also to \$150 garment sublimit) due to persistent (more than one time) mold, mildew and/or Odor Issues inside your Class Washer, You **MUST** complete Part Two of this Claim Form (pages 4-6) and provide documentary proof of your expenses.

If you would like your check emailed to you to digitally deposit or for you to print and deposit, please provide your email address here: _____.

SECTION D: CERTIFICATION STATEMENT

CERTIFICATION STATEMENT (Please note that you will not be eligible to receive any settlement benefit unless you sign and date this statement): I affirm that all information provided in Part One of this Claim Form is true and accurate.

Signature	Date	Phone Number
Print Name	E-Mail Address	

IF YOU SELECTED # 1 OR # 2 AS YOUR SETTLEMENT BENEFIT IN SECTION C ABOVE, STOP HERE AND SUBMIT ONLY PAGES 2 AND 3 OF THIS CLAIM FORM WITH ANY REQUIRED DOCUMENTATION. PROCEED TO PART TWO ON THE NEXT PAGE ONLY IF YOU SELECTED SETTLEMENT BENEFIT # 3 IN SECTION C ABOVE FOR REIMBURSEMENT OF OUT-OF-POCKET-EXPENSES.

PART TWO – REQUEST FOR REIMBURSEMENT OF OUT-OF-POCKET EXPENSES

Please complete and return Part Two in addition to Part One if you are seeking **reimbursement for documented out-of-pocket expenses you incurred to service or replace your Class Washer or to replace damaged garments or fabrics due to persistent (more than one time) mold, mildew and/or Odor Issues inside your Class Washer.** Otherwise, complete Part One only.

If you are eligible for and wish to make a claim for a cash reimbursement payment for out-of-pocket expenses incurred to service or replace your Class Washer or to replace damaged garments or fabrics due to persistent mold, mildew and/or Odor Issues inside your Washer, you must complete this Part Two of the Claim Form and Electrolux will reimburse you up to \$500 of your documented out-of-pocket expenses incurred for service, replacement, and/or damaged garments or fabrics (reimbursement for damaged garments and fabrics also is subject to a \$150 sub-limit that counts against the \$500 aggregate limit for all reimbursement expenses).

SERVICE EXPENSES

1	On or before December 31, 2016, did you incur out-of-pocket expenses to service your Class Washer due to persistent (more than one time) mold, mildew and/or Odor Issues (as defined in Settlement Agreement and on website) inside your Class Washer?	Question 1: Yes <input type="checkbox"/> No <input type="checkbox"/>
2	Do you have documentation showing the amount of expenses you incurred to service your Class Washer due to persistent mold, mildew, and/or Odor Issues? Sufficient documentation for Question 2 includes, but are not limited to, checks, credit card statements, service tickets and records, and receipts that show the amount spent on Washer cleaners, and other service expenses incurred due to persistent mold, mildew and/or Odor Issues. To be eligible for reimbursement, your first documented service call, complaint, or problem with mold or an Odor Issue must have occurred within 5 years after purchase and you must provide copies of your documentary proof to the Settlement Administrator with your Claim Form.	Question 2: Yes <input type="checkbox"/> No <input type="checkbox"/>
3	What was the total amount of the documented expenses you incurred on or before December 31, 2016 to service your Class Washer due to persistent mold, mildew and/or Odor Issues?	Question 3: \$ _____

If you answered “NO” to Questions 1 or 2 above, you are not entitled to any cash reimbursement payment for service expenses. You may, however, be entitled to reimbursement for replacement expenses. Please move on to Questions 4-8.

If you answered “YES” to each of Questions 1 and 2 and have answered Question 3, you are entitled to a cash reimbursement payment up to \$500 if you provide acceptable copies of your documentary proof of Class Washer service. Please move on to Questions 4-8. You may be entitled to additional compensation, up to the aggregate \$500 maximum under this Part Two, if you also replaced your Class Washer due to persistent mold, mildew and/or Odor Issues inside your Class Washer.

REPLACEMENT EXPENSES

4	On or before December 31, 2016, did you incur out-of-pocket expenses to replace your Class Washer damaged due to persistent mold, mildew and/or Odor Issues inside your Class Washer?	Question 4: Yes <input type="checkbox"/> No <input type="checkbox"/>
5	Do you have documentation showing the amount of expenses you incurred to replace your Class Washer due to persistent mold, mildew, or Odor Issue with your Class Washer? Examples of sufficient documentation for Question 5 include, but are not limited to, receipts, photos, and attestations that support the validity and amount of this claim, subject to the aggregate limit. To be eligible for reimbursement, you must provide copies of your documentary proof to the Settlement Administrator with your Claim Form.	Question 5: Yes <input type="checkbox"/> No <input type="checkbox"/>

6	Before you replaced your Class Washer, did you have or make at least three service calls or complaints—including, for example, service calls, complaints to Electrolux, or a receipt for purchase of washing machine cleaner—regarding mold, mildew, or Odor Issues?	Question 6: Yes <input type="checkbox"/> No <input type="checkbox"/>
7	If you answered “YES” to Question 6, do you have documentation showing at least three service calls or complaints about mold, mildew or Odor Issues in your Class Washer? Documentation for Question 7 includes, but are not limited to, checks, credit card statements, service tickets records, complaint records, or receipts for purchase of washing machine cleaner that show three or more service calls or complaints about mold, mildew or Odor Issues with your Class Washer. Your first documented service call, complaint, or problem with mold, mildew or an Odor Issue must have occurred within 5 years after purchase and you must provide copies of your documentary proof to the Settlement Administrator with your Claim Form to be eligible for reimbursement.	Question 7: Yes <input type="checkbox"/> No <input type="checkbox"/>
8	What was the total amount of the documented expenses you incurred to replace your Class Washer due to persistent mold, mildew or Odor Issues?	Question 8: \$ _____

If you answered “NO” to any of Questions 4-7 above, you are not entitled to any cash reimbursement payment for replacing your Class Washer.

If you have answered “YES” to each of Questions 4-7 and have answered Question 8, you are entitled to a cash reimbursement payment of up to \$500 if you provide acceptable copies of your documentary proof of replacement. If you also answered “YES” to each of Questions 1-2 and have answered Question 3, your total reimbursement under this Part Two will not exceed \$500.

DAMAGED GARMENTS / FABRIC REIMBURSEMENT EXPENSES

Claims for garment/fabric material replacement expenses incurred within five years of purchase of the Class Washer must additionally provide sufficient contemporaneous documentary proof to show that he/she paid the replacement expenses within five years of the purchase of the Class Washer to replace garments and/or other fabric materials damaged due to a persistent mold, mildew, and/or Odor Issues with the Class Washer (e.g., photos, attestations, receipts) in the amount claimed.

No claim for garment/fabric material replacement expenses may exceed \$150, and any amount awarded for garment/material replacement expenses shall count against the \$500 aggregate limit for all reimbursement claims under PART TWO.

9	Did you experienced a mold, mildew, and/or Odor Issue with your Class Washer within five years after purchase of the Class Washer and pay out-of-pocket expenses within five years after its purchase to replace garments or other fabrics damaged due to the mold, mildew or Odor Issue with your Class Washer?	Question 9: Yes <input type="checkbox"/> No <input type="checkbox"/>
10	If you answered “YES” to Question 9, do you have documentation showing that contemporaneously with the mold, mildew, or Odor Issue that allegedly damaged the garments and/or other fabric materials, You had at least three (3) incidents of mold, mildew, and/or Odor Issue in your Class Washer for which you made a complaint, service call or self-remedying attempt regarding the mold, mildew or Odor Issue (e.g., a service ticket, a complaint to Electrolux, a receipt for purchase of washing machine cleaner, or a combination of documents showing repeated mold, mildew, or Odor Issues) in your Class Washer within five years of purchase?	Question 10: Yes <input type="checkbox"/> No <input type="checkbox"/>

If you answered “NO” to either Question 9 or 10, you are not entitled to reimbursement for damaged garments or fabrics.

If you answered “YES” to both Questions 9 and 10, you must submit the required documentation, including but not limited to receipts for the out-of-pocket expenses for replacing garments and/or other fabric materials damaged by the persistent mold, mildew or Odor Issue in your Class Washer.

11	Total amount of documented expenses claimed for reimbursement of damaged garments and/or other fabric materials due to persistent mold, mildew or Odor Issue in Class Washer?	Question 11: \$ _____
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No out-of-pocket expenses of any type (service, repair, or replacement of Class Washer or damaged garments or other fabric materials) incurred after five years after purchase of the Class Washer will be reimbursed under this Settlement.

Please include with this Claim Form a copy of your documentary proof, sign and date the Certification Statement below, and either email (at info@flwashersettlement.com) or mail to the Settlement Administrator both Parts One and Two of this Claim Form and copies of all documentary proof required in Part One and this Part Two. Alternatively, you may complete your Claim Form online at www.flwashersettlement.com and upload any supporting documentation. Please keep your original documentary proof, and send only copies to the Settlement Administrator.

CERTIFICATION STATEMENT

CERTIFICATION STATEMENT (Please note that you will not be eligible to receive any settlement benefit unless you sign and date this statement): I affirm that all information provided in Part One and Part Two of this Claim Form is true and accurate under penalty of perjury.

Signature

Date

Phone Number

Print Name

E-Mail Address

CLAIM FORM REMINDER CHECKLIST

Before submitting this Claim Form, please make sure you:

1. Complete all fields in Part One, Section A (Name and Contact Information) of this Claim Form.
2. Provide the Model Number, Serial Number and Purchase Date of your Washer and answer all of the questions in the Washer information section. Include photographs or other required documentation.
3. In Part One, Section C, select only one settlement compensation option (a 5% rebate **OR** a \$50 check, **OR** a 20% rebate, OR Reimbursement of expenses). If you answered No to PART ONE, Question 5, you are not eligible to receive one of the settlement benefits listed in Section C, and are only eligible to receive a 5% rebate certificate.
4. If you are a Pre-qualified Settlement Class Member because you made a previous warranty claim or service complaint to Electrolux about mold, mildew or an Odor Issue in your Class Washer within five (5) years of purchase (and Electrolux has a record of it) and you select the \$50 Check or the 20% Rebate option, you should only complete PART ONE of the Claim Form (pages 2 & 3).
5. If you are a Class Member who did NOT have mold, mildew or Odor Issues with your Class Washer within five (5) years of purchase and wish to make a claim for a 5% Rebate, you should only complete PART ONE of the Claim Form (pages 2 & 3).
6. If you did have mold, mildew, and/or Odor Issues in your Class Washer within five (5) years of purchase but Did Not make a previous warranty or service complaint to Electrolux in that period (Non-Pre-Qualified) and you select the \$50 Check or 20% Rebate option, you need to complete PART ONE of the Claim Form. You MUST sign the Attestation in PART ONE, Question 7 **and** include the required documentation.
7. If you select the Reimbursement of Expenses option (# 3), you must complete this entire Claim Form, including PART ONE and PART TWO (pages 2 through 6) and attach documentation to prove the service and/or replacement expenses you incurred.
8. YOU MUST sign the Certification section at the end of PART ONE (bottom of page 3).
9. If you have selected the Reimbursement of Expenses option (#3), sign the Certification at the end of PART ONE (bottom of page 3) **AND** sign the Certification at the end of PART TWO (bottom of page 6).

PLEASE KEEP A COPY OF YOUR COMPLETED CLAIM FORM FOR YOUR RECORDS