

**Whirlpool, Kenmore & Maytag Front Load Washing
Machine Class Action Litigation Settlement
Claim Form Instructions – GENERIC CLAIM FORM**

WPL-GN
Instructions

Instructions for Completing the Enclosed Claim Form

If you believe you are a Class Member in a settlement involving alleged mold and/or odor problems (defined further at www.WasherSettlement.com) related to certain Whirlpool, Kenmore, and Maytag brand front-loading washing machines manufactured by Whirlpool between 2001 and 2010 (“Class Washers”) and you wish to apply for a settlement benefit, you must complete this Claim Form.

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

MAIL: Whirlpool Front- Loading Washer Products Liability Litigation
Class Action Administrator
1801 Market Street, Suite 660
Philadelphia, PA 19103

If you submit your claim form online, you must do so on or before **October 11, 2016**. If you are mailing your claim form, first-class United States Mail, it must be post-marked no later than **October 11, 2016**.

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 bad odors and/or mold growth problems inside your Washer, you are eligible for a 5% rebate off the purchase of a new Whirlpool manufactured washer, dryer, or washer and dryer pair.
2. If you experienced bad odors and/or mold growth problems inside your Washer, you are eligible for one of the following benefits:
 - Cash payment of \$50; **OR**
 - 20% cash rebate on the purchase of a new Whirlpool-manufactured washing machine or dryer;

OR

3. If you experienced persistent (more than one time) bad odors and/or mold growth problems inside your Washer and you also incurred documented out-of-pocket expenses to service and/or replace your Class Washer due to odor or mold problems, you are eligible to choose reimbursement of up to \$500 of documented out-of-pocket expenses incurred to service or replace a Class Washer due to persistent bad odors and/or mold growth problems.

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 bad odors and/or mold growth problems, or if you wish to submit a claim for a \$50 cash payment or a 20% cash rebate because you experienced persistent bad odors and/or mold growth problems, you only need to complete PART ONE of the Claim Form (pages 3 and 4) and no documentation is required with 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) bad odors and/or mold growth problems inside your Washer, you must (1) complete this entire Claim Form (pages 3 through 6); and (2) be sure to attach copies of all documents required by PART TWO.

If you have more than one Class Washer for which you are making a claim pursuant to the Settlement, please complete a separate Claim Form for each Washer.

If you have questions about this form, please visit the website at www.WasherSettlement.com, or contact the Claims Administrator via email: info@WasherSettlement.com or toll-free at 1-844-824-5781.

Your claim must be submitted online or postmarked no later than **October 11, 2016**.

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 and Serial Number of your Washer and answer all of the questions in the Washer information section.
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).
4. If you select the 5% rebate, the \$50 Check or the 20% Rebate, you should only complete PART ONE of the Claim Form (pages 3 & 4).
5. If you select the Reimbursement of Expenses option, you must complete this entire Claim Form, including PART ONE and PART TWO (pages 3 through 6) and attach documentation to prove the service and/or replacement expenses you incurred.
6. YOU MUST sign the Certification section at the end of PART ONE (bottom of page 4).
7. If you have selected the Reimbursement of Out-of-Pocket settlement benefit, sign the Certification at the end of PART ONE (bottom of page 4) **AND** sign the Certification at the end of PART TWO (bottom of page 6).

Please keep a copy of your Claim Form for your records.

Your claim must
be postmarked by:
October 11, 2016

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WPL-GN
PART ONE

Claim Form 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.

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| <p>1. Are you a resident of the United States or its territories who purchased, received as a gift, or acquired as part of the purchase or remodeling of a home, a new Class Washer (i.e., a Whirlpool, Kenmore, or Maytag washer with a model and serial number listed as eligible for settlement benefits on www.WasherSettlement.com)? <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 unless you own another Class Washer.)</i></p> | <p>Question 1: Yes <input type="radio"/> No <input type="radio"/></p> |
| <p>2. Was your front-loading Class Washer for personal/household use?</p> | <p>Question 2: Yes <input type="radio"/> No <input type="radio"/></p> |
| <p>3. Have you previously received from Whirlpool or Sears either a full refund of the purchase price that you paid for your Class Washer or a free exchange of your Washer for a new washing machine of any model?</p> | <p>Question 3: Yes <input type="radio"/> No <input type="radio"/></p> |
| <p>4. Have you previously received from Whirlpool or Sears 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)?</p> | <p>Question 4: Yes <input type="radio"/> No <input type="radio"/> If yes, provide the dollar amount of the benefit: \$ _____</p> |

**REIMBURSEMENT
OF
EXPENSES FORM**

**Whirlpool, Kenmore & Maytag Front Load Washing
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Claim Form PART TWO**

**WPL-GN
PART TWO**

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 due to persistent (more than one time) bad odors and/or mold growth problems.** 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 due to persistent bad odors and/or mold growth problems inside your Washer, you must complete this Part Two of the Claim Form and Whirlpool will reimburse you up to \$500 of your documented out-of-pocket expenses incurred for service, replacement, or a combination of the two.

SERVICE EXPENSES

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| 1. Before December 31, 2015, did you incur out-of-pocket expenses to service your Class Washer due to persistent (more than one time) bad odors and/or mold growth problems inside your Washer? | Question 1: Yes <input type="radio"/> No <input type="radio"/> |
| 2. Do you have documentation showing the amount of expenses you incurred to service your Washer due to persistent bad odors and/or mold growth problems? Examples of sufficient documentation for Question 2 include, but are not limited to, checks, credit card statements, service tickets and records, and receipts that show the amount spent on Affresh or other Washer cleaners, and other service expenses incurred due to persistent bad odors and/or mold growth problems. To be eligible for reimbursement, your first documented service call, complaint, or problem with mold or odor 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="radio"/> No <input type="radio"/> |
| 3. What was the total amount of the documented expenses you incurred before December 31, 2015 to service your Class Washer due to persistent bad odors and/or mold growth problems? | 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 Washer service. Please move on to Questions 4-8. You may be entitled to additional compensation, up to the \$500 maximum under this Part Two, if you also replaced your Class Washer due to persistent bad odors and/or mold problems.

REPLACEMENT EXPENSES

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|--|---|
| 4. Before December 31, 2015, did you incur out-of-pocket expenses to replace your Class Washer due to persistent bad odors and/or mold growth problems inside your Washer? | Question 4: Yes <input type="radio"/> No <input type="radio"/> |
| 5. Do you have documentation showing amount of expenses you incurred to replace your Washer due to persistent bad odors and/or mold growth problems? Examples of sufficient documentation for Question 5 include, but are not limited to, checks, credit card statements, sales receipts, or installation records that show the amount you paid to replace your Washer due to mold and odor problems. 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="radio"/> No <input type="radio"/> |
| 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 Whirlpool or Sears, or a receipt for purchase of washing machine cleaner—regarding mold or odor problems? | Question 6: Yes <input type="radio"/> No <input type="radio"/> |
| 7. If you answered “YES” to Question 6, do you have documentation showing at least three service calls or complaints about mold and odor problems? Examples of sufficient documentation for Question 7 include, but are not limited to, checks, credit card statements, service tickets and records, complaint records, or receipts for purchase of washing machine cleaner that show three or more service calls or complaints about mold or odor problems. To be eligible for reimbursement, your first documented service call, complaint, or problem with mold or odor 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 7: Yes <input type="radio"/> No <input type="radio"/> |
| 8. What was the total amount of the documented expenses you incurred to replace your Class Washer due to persistent bad odors and/or mold growth problems? | 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.

Please include with this Claim Form a copy of your documentary proof, sign and date the Certification Statement below, and either email (at info@washersettlement.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.WasherSettlement.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.

Signature

Date

Print Name