

Whirlpool-Manufactured Refrigerator With Bottom Freezer
Class Action Litigation Settlement
Claim Form - Instructions

CZW-GN
Instructions

Instructions for Completing the Enclosed Claim Form

Parties have reached a settlement agreement in a class action lawsuit concerning ice build-up on the freezer floors of certain Whirlpool-manufactured refrigerators due to allegedly defective freezer drain tubes. If you believe you are a member of this Class, you must complete and submit the enclosed Claim Form online or by U.S. Mail at the addresses provided below. Detailed information about qualifying “Class Refrigerators,” manufactured between 2009 and 2018 as well as benefits available under the terms of the settlement, can be found at www.FreezerSettlement.com.

WEB: www.FreezerSettlement.com

MAIL: *Corzine v. Whirlpool Corp.*
Settlement Administrator
1650 Arch Street, Suite 2210
Philadelphia, PA 19103

Important Deadlines: Claim Forms for Past Freezing Events must be completed online must be submitted on or before **January 22, 2020**. Claim Forms for Past Freezing Events must be submitted by first-class United States Mail must be post-marked no later than **January 22, 2020**. Claimants must report Future Freezing Events to Whirlpool’s toll-free number 1-888-900-7957 within 90 days after the first Freezing Event.

Potential Benefit: If you experienced or experience ice build-up on the floor of your Class Refrigerator that may have resulted in leaking from the bottom freezer and you incurred documented, out-of-pocket expenses to repair your Class Refrigerator’s freezer drain tube within five years of purchase as a result, you may be eligible for reimbursement up to \$150 as follows:

- 100% of parts and labor costs for Qualifying Repairs you paid for in years one (1) through three (3) after purchase;
- 100% of parts and 65% of labor costs for Qualifying Repairs you paid for in year four (4) after purchase; and
- 100% of parts and 50% of labor costs for Qualifying Repairs you paid for in year five (5) after purchase.

Making a Claim: To make a claim for Past Freezing Event you must (1) complete this entire Claim Form (pages 2 through 4), (2) attach copies of all required documentary proof, and (3) submit the completed Claim Form and attached documentation by U.S. Mail or online at www.FreezerSettlement.com no later than **January 22, 2020**. To be eligible for benefits for a Future Freezing Event, you must call Whirlpool directly at 1-888-900-7957 to report your Freezing Event and schedule repair service within 90 days of first experiencing a Freezing Event.

*If you are making claims for more than one Class Refrigerator, please complete a separate Claim Form for each Class Refrigerator.

**If you have questions about completing the Claim Form, please visit www.FreezerSettlement.com, or contact the Settlement Administrator at Claims@FreezerSettlement.com or 1-833-456-8243.

CLAIM FORM CHECKLIST

Before submitting this Claim Form, check that you have done the following:

- Completed all fields in Section A (Name and Contact Information).
- Provided the Model Number and Serial Number of your Refrigerator and answered every question in Section B.
- Signed the Certification in Section C.

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

Your claim must
be postmarked by:
January 22, 2020

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Claim Form

SECTION A: NAME AND CONTACT INFORMATION

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

First Name

Last Name

Street Address

City

State

Zip Code

Phone Number

E-Mail Address

Claim ID Number
(See Notice Postcard or Email)

SECTION B: INFORMATION ABOUT YOUR CLASS REFRIGERATOR

Model Number of Class Refrigerator

Serial Number of Class Refrigerator

Date of Purchase of Class Refrigerator (e.g. 01/15/2011)

Note: To locate the model and serial #, look inside your refrigerator cabinet on the side wall.

<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 Refrigerator (i.e., a Whirlpool-manufactured refrigerator with bottom freezer with a model and serial number listed as eligible for settlement benefits on www.FreezerSettlement.com)?</p> <p>(If you answered “No” to this question, STOP; you are not entitled to any compensation or benefit under this Settlement.)</p>	<p>Question 1: Yes <input type="radio"/> No <input type="radio"/></p>
<p>2. Was your Class Refrigerator for personal or household use?</p> <p>(If you answered No to this question, STOP; you are not entitled to any compensation or benefit under this Settlement.)</p>	<p>Question 2: Yes <input type="radio"/> No <input type="radio"/></p>
<p>3. Have you previously received from Whirlpool any form of compensation or customer-satisfaction benefit for problems with your Class Refrigerator (e.g., a free gift card, a cash payment, a partial refund of the Refrigerator’s purchase price, a gift of a new product, a discount off the regular price of a new refrigerator, or any other product that you redeemed)?</p>	<p>Question 3: Yes <input type="radio"/> No <input type="radio"/></p> <p>If yes, provide the dollar amount of the benefit already received: \$ _____</p>
<p>4. Do you have documentation showing that you experienced an obstruction of your Refrigerator’s freezer drain tube resulting in ice build-up on the freezer floor and possibly water leaking from the bottom of the freezer drawer?</p> <p>Examples of sufficient documentation for Question 4 include, but are not limited to, service tickets, service estimates, and service receipts that show you experienced this problem. (If you answered “Yes” to this question, skip Question 5 and proceed directly to Question 6. If you answered “No” to this question, proceed to Question 5.)</p>	<p>Question 4: Yes <input type="radio"/> No <input type="radio"/></p>
<p>5. DECLARATION: I declare under penalty of perjury of the laws of the United States that within five years of purchase I experienced an obstruction of my Refrigerator’s freezer drain tube causing a buildup of ice on the freezer floor that may have resulted in water leaking from the bottom of the freezer door.</p> <p>_____</p> <p style="text-align: center;">Signature</p> <p>_____</p> <p style="text-align: center;">Date</p>	<p>If you were unable to sign the Declaration to the left, STOP; you are not entitled to any reimbursement benefit. If you signed this Declaration, PROCEED TO QUESTION 6.</p>

<p>6. Do you have documentation showing that, within five years of purchase of your Class Refrigerator, you paid money out-of-pocket for repair of your Class Refrigerator by a service technician necessitated by a drain obstruction causing ice build-up on the freezer floor, including unplugging or replacing the freezer drain tube? Examples of sufficient documentation for Question 6 include, but are not limited to, service tickets, service receipts, copies of checks, and entries on credit card statements that show you experienced this type of repair and show the amount you paid for it. Repair estimates or other documents that do not establish you actually paid the amount shown, by themselves, are not sufficient documentation.</p>	<p>Question 6: Yes <input type="radio"/> No <input type="radio"/></p>
<p>7. Do you have documentation showing the purchase date of your Class Refrigerator? Examples of sufficient documentation include, but are not limited to, purchase receipts, entries on credit card statements, and warranty registrations.</p> <p>(If you answered “Yes” to this question, proceed directly to Section C. If you answered “No” to this question, proceed to Question 8.)</p>	<p>Question 7: Yes <input type="radio"/> No <input type="radio"/></p>
<p>8. DECLARATION: I declare under penalty of perjury of the laws of the United States that I have searched for but am unable to find documentary proof of the date of purchase of my Class Refrigerator. I request that Whirlpool search its product registration database in an attempt to find this information.</p> <p>_____</p> <p style="text-align: center;">Signature</p>	<p>If you were unable to sign the Declaration to the left, STOP; you are not entitled to any reimbursement benefit. If you signed the Declaration, PROCEED TO SECTION C.</p>

Final Instructions: Once you have completed this Claim Form and gathered all required documentary proof, **sign and date the Certification Statement**, below. You may then submit your completed Claim Form, including a copy of your documentary proof, by email to Claims@FreezerSettlement.com, or U.S. Mail to the Settlement Administrator at the address printed on the Claim Form-Instructions. You may also complete your Claim Form online at www.FreezerSettlement.com and upload any supporting documentation, there. Please keep your original documentary proof, and send only copies to the Settlement Administrator.

SECTION C: 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 declare under penalty of perjury of the laws of the United States that all information provided in this Claim Form is true and accurate.

Signature

Date

Print Name