

Instructions for Requesting a Re-Review of Your Reported Account Takeover

Please read carefully: Many Robinhood customers reported an account takeover to Robinhood, and for some of those customers, Robinhood verified the unauthorized access and fixed the problem.

However, for some customers, Robinhood rejected the reported account takeover, either because Robinhood found no unauthorized access, or because the customer did not provide enough information.

This page applies only to people who reported an account takeover to Robinhood, and that report was rejected and/or denied.

Settlement Class Members whose previous reports of unauthorized account access were denied by Robinhood (or who did not respond to Robinhood's requests for information concerning their report) can re-submit their report of unauthorized access to Robinhood and request reimbursement.

To request a re-review of your previous report of unauthorized access, please follow these instructions:

When logged into your Robinhood account on the Robinhood app, tap the profile icon on the bottom toolbar.

Select the menu icon and then tap "Help."

Then select "Contact Us" on the "Help" page.

When you select "Contact Us" from the "Help Page," you will be able to request help about your account security by selecting "Account" followed by "Security."

The app flow is as follows: Profile→Menu→Help→Contact Us→Account→Security.

You may also contact Robinhood by logging into your account at www.robinhood.com/contact.

Whether you do so through the app or the website, when you submit your request for a re-review of your previous report of unauthorized access, **please state that you previously contacted Robinhood regarding a report of unauthorized access, and that you are requesting a re-review pursuant to the terms of the Settlement Agreement in *Mehta v. Robinhood***. A Robinhood customer service representative will review and respond to your inquiry.

If, upon additional review, Robinhood determines there was unauthorized account activity in a customer's account, Robinhood will provide the customer the same remedy as if the report been accepted in the first instance. If Robinhood again determines that no unauthorized account activity occurred, that determination is final.