

COMMONWEALTH OF MASSACHUSETTS

BRISTOL, ss

SUPERIOR COURT

ROBERT WOODWARD and TIMOTHY KING, individually and on behalf of all others similarly situated,

Plaintiffs,

v.

NORTH COTTAGE PROGRAM, INC.,

Defendant.

Case No. 2473CV00710

**DECLARATION OF AMY CROOKS OF ANGEION GROUP, LLC
RE: IMPLEMENTATION OF NOTICE AND SETTLEMENT ADMINISTRATION**

I, Amy Crooks, hereby declare under penalty of perjury that the following is true and correct to the best of my knowledge:

1. I am an Associate Project Manager with the class action notice and claims administration firm Angeion Group, LLC (“Angeion”), located at 1650 Arch Street, Suite 2210, Philadelphia, PA 19103. I am over 21 years of age and am not a party to this action. I am fully familiar with the facts set forth herein, as well as information that has been provided to me by my colleagues in the ordinary course of business at Angeion.

2. Angeion is not related to or affiliated with the Plaintiffs, Settlement Class Counsel, Defendant, or Defendant’s Counsel.

3. Angeion was appointed as the Settlement Administrator pursuant to the *Order Granting Preliminary Approval of the Class Action Settlement* (“Preliminary Approval Order”). As Settlement Administrator, Angeion is responsible for providing class notice and directed to perform all tasks required by the Settlement Agreement and Release (“Settlement Agreement”).

4. The purpose of this Declaration is to provide the Court with a summary of the work performed by Angeion to disseminate class notice and to administer the Settlement in accordance with the requirements of the Settlement Agreement.

IOLTA NOTICE

5. In accordance with the requirements of the Preliminary Approval Order, on May 12, 2026, Angeion mailed notice to the Massachusetts IOLTA Committee. A true and correct copy of the notice is attached hereto as **Exhibit A**.

SETTLEMENT CLASS LIST

6. On May 15, 2026, Defendant's Counsel provided Angeion with one electronic file containing 7,670 records. Each record contained the Settlement Class Member's name and last known mailing address, where available (the "Settlement Class List").¹

DIRECT NOTICE

Mailed Notice

7. Prior to mailing notice of the Settlement ("Postcard Notice"), Angeion processed the mailing addresses contained in the Settlement Class List through the United States Postal Service ("USPS") National Change of Address ("NCOA") database to identify updated addresses for individuals who had moved within the preceding four years and submitted a change-of-address request to the USPS. This process identified updated addresses for 225 Settlement Class Members. Angeion revised the Settlement Class List to reflect the updated address information provided by the NCOA database.

8. On May 29, 2026, Angeion caused the Postcard Notice to be mailed via USPS First Class Mail, postage prepaid, to the 7,659 Settlement Class Members for whom a valid mailing address was available on the Settlement Class List. A true and correct copy of the Postcard Notice is attached hereto as **Exhibit B**.

9. As of August 25, 2026, the USPS has returned 34 Notices with a forwarding address. Angeion updated the Settlement Class List to reflect the forwarding address information and remailed the Postcard Notices to the addresses provided by the USPS.

10. As of August 25, 2026, the USPS has also returned 2,677 Postcard Notices as undeliverable *without* a forwarding address. Angeion subjected the corresponding records to an

¹ Eleven (11) records did not contain a valid mailing address.

address verification search (“skip trace”) in an effort to identify updated mailing addresses. The skip trace identified updated addresses for 1,451 Settlement Class Members. Angeion updated the Settlement Class List to reflect the new address information and mailed Postcard Notices to those 1,451 addresses.

11. As a result of the notice efforts described above, Angeion estimates that Postcard Notices were successfully delivered² to approximately 84% of the Settlement Class Members identified on the Settlement Class List.³

Reminder Notices

12. Paragraph 62 of the Settlement Agreement provides that Reminder Notices are to be disseminated if the claim rate is below 2% as of 45 days before the Claim Deadline. As discussed below, the Claim Deadline is August 28, 2026, making July 14, 2026, the date 45 days before the Claim Deadline. Angeion’s July 13, 2026, weekly status report, circulated to the Parties, reflected that Angeion had received 287 Claim Form submissions at that time, representing approximately 3.74% of the 7,670 Settlement Class Members identified on the Settlement Class List. Because the claim rate exceeded 2%, Reminder Notices were not disseminated.

13. A true and correct copy of the July 13, 2026, status report is attached hereto as **Exhibit C**.

SETTLEMENT WEBSITE

14. On May 29, 2026, Angeion established the following website dedicated to this Settlement: www.northcottagesettlement.com (“Settlement Website”). The Settlement Website was designed to be user-friendly to allow Settlement Class Members to find general information

² For purposes of this calculation, a Postcard Notice is considered “successfully delivered” if: (i) the initial Postcard Notice was not returned by the USPS as undeliverable; or (ii) the Postcard Notice was mailed to an updated address, whether a forwarding address provided by the USPS or an address identified through skip tracing, and the mailed Postcard Notice was not subsequently returned by the USPS as undeliverable.

³ The approximate 84% successful delivery rate was calculated based on 7,659 Postcard Notices initially mailed, minus 2,711 Postcard Notices returned as undeliverable, plus 1,485 Postcard Notices mailed to forwarding addresses provided by the USPS or updated addresses identified through skip tracing. This resulted in an estimated 6,443 successfully delivered Postcard Notices, which represents approximately 84% of the 7,670 unique Settlement Class Members identified on the Settlement Class List.

about the Settlement, including important dates and deadlines pertinent to the Settlement, view or download Court Documents, and find answers to frequently asked questions.⁴ Settlement Class Members can also submit a Claim Form through a secure online portal available on the Settlement Website.

15. The Settlement Website also has a “Contact Us” page which provides the contact information for the Settlement Administrator and allows Settlement Class Members to submit additional questions regarding the Settlement.

16. True and accurate copies of the Long Form Notice and Claim Form are attached hereto as **Exhibits D** and **E**, respectively.

17. As of the date of this Declaration, the Settlement Website has received 416 website visits by 271 unique users totaling 1,532 pageviews.

TOLL-FREE HOTLINE

18. On May 29, 2026, Angeion established the following toll-free telephone hotline dedicated to this Settlement: 1-844-569-4296. The toll-free hotline utilizes an interactive voice response (“IVR”) system to provide Settlement Class Members with a summary of their rights and options under the Settlement, including responses to frequently asked questions, and important dates and deadlines. The toll-free hotline is accessible 24 hours a day, 7 days a week.

19. As of the date of this Declaration, Angeion has received 44 calls totaling 209 minutes.

CLAIM FORM SUBMISSIONS

20. The deadline for Settlement Class Members to submit a Claim Form is August 28, 2026. As of the date of this Declaration, Angeion has received 424 Claim Form submissions, including 252 submitted by mail and 172 submitted through the online claim portal.

⁴ Important Documents include: (i) Class Action Complaint; (ii) Amended Class Action Complaint; (iii) Settlement Agreement; (iv) Preliminary Approval Order; (v) Long Form Notice; (vi) Claim Form; (vii) Motion for Attorney Fees, Costs, and Service Awards; (viii) Memorandum of Law ISO Motion for Attorney Fees, Costs, and Service Awards; and (ix) Joint Declaration of Counsel.

21. The Claim Form submissions received to date remain subject to final review and audit, including an assessment of claim validity and a review for duplicate submissions. Angeion will continue to keep the Parties informed regarding the number of Claim Forms received and processed.

OBJECTIONS

22. The deadline for Settlement Class Members to submit objections to the Settlement was July 29, 2026. As of the date of this Declaration, Angeion has not received, and is not aware of, any written objections to the Settlement.

NOTICE AND ADMINISTRATION EXPENSES

23. Angeion has agreed to provide notice and administration services for the fixed amount of \$32,000.00⁵.

I declare under penalty of perjury that the foregoing is true and correct. Executed this 2nd day of September 2026.



Amy Crooks

⁵ Services outside of the scope of those included in Angeion's Project Proposal are subject to additional costs.

Exhibit A

May 7, 2026

VIA USPS PRIORITY MAIL

The Massachusetts IOLTA Committee
18 Tremont Street, Suite 1010
Boston, MA 02108-2316

Re: Notice of Class Action Settlement
Woodward v. North Cottage Program, Inc.

Dear Committee:

Angeion Group, an independent claims administrator, on behalf of the defendant in the below-described action, hereby provides your office with this notice.

Case Name: *Robert Woodward, et al., v. North Cottage Program, Inc.*

Case Number: 2473CV00710

Jurisdiction: Commonwealth of Massachusetts

Date Settlement Filed with Court: April 27, 2026

In accordance with the requirements set forth by Hon. Claudine A. Cloutier:

Per par. 110 of the REVISED SA –

110. Massachusetts IOLTA Notice. The Parties agree to provide notice of this Settlement to the Massachusetts Interest on Lawyers' Trust Accounts Committee ("IOLTA Committee") pursuant to Mass. R. Civ. P. 23(e). The Settlement is structured as a claims-made settlement and does not establish a common fund. The Parties do not anticipate any residual settlement funds.

Per par. 11 of the PAO --

Massachusetts IOLTA Committee Notice. Pursuant to Mass. R. Civ. P. 23(e), the Parties shall provide notice of the proposed Settlement to the Massachusetts Interest on Lawyers' Trust Accounts Committee ("IOLTA Committee"). Such notice shall include the Settlement Agreement, Plaintiffs' Motion for Preliminary Approval, and this Order. The Parties will confirm compliance with this requirement in Plaintiffs' Motion for Final Approval. The Court further notes that the Settlement is structured as a claims-made settlement with no common fund and minimal to no residual funds are anticipated.

Enclosed are the following documents for your review regarding this matter: the Settlement Agreement, Plaintiff's Motion for Preliminary Approval, and the Preliminary Approval Order.

If you have questions or concerns about this notice, the proposed settlement, or the enclosed materials, or if you did not receive any of the above-listed materials, please contact this office.

Sincerely,

Angeion Group
1650 Arch Street, Suite 2210
Philadelphia, PA 19103
(p) 215-563-4116
(f) 215-563-8839

Enclosures

Exhibit B

Legal Notice

**CONFIDENTIAL LEGAL
INFORMATION – TO BE OPENED
BY THE ADDRESSEE ONLY.**

**The Bristol County
Superior Court for the
Commonwealth of Massachusetts
has authorized this Notice.**

You are not being sued.

NOR Settlement
c/o Settlement Administrator
1650 Arch Street, Suite 2210
Philadelphia, PA 19103

PRESORTED
FIRST-CLASS MAIL
U.S. POSTAGE PAID
MAG

**Electronic Service
Requested**



NUMERIC EQUIVALENT

Postal Service: Please do not mark barcode

Notice ID: <<Notice ID>>

Confirmation Code: <<Confirmation Code>>

<<FirstName>><<LastName>>

<<Address1>>

<<Address2>>

<<City>>, <<State>> <<Zip>>

BLIND PERF DOES NOT PRINT

NOR SETTLEMENT CLAIM FORM ALTERNATIVE CASH PAYMENT & CREDIT MONITORING

Notice ID: <<Notice ID>>
<<FirstName>><<LastName>>
<<Address1>>
<<Address2>>
<<City>>, <<State>> <<Zip>>



NUMERIC EQUIVALENT

Complete this Claim Form if you want to receive the Alternative Cash Payment and/or Credit Monitoring Services. Settlement Class Members may elect either (a) the Alternative Cash Payment or (b) compensation for Extraordinary Losses, Ordinary Losses, and/or Lost Time (submitted through the full Claim Form on the Settlement Website), but not both. If you wish to submit a claim for Extraordinary Losses, Ordinary Losses, or Lost Time, visit www.NorthCottageSettlement.com.

- ☐ **Alternative Cash Payment** (\$50.00 subject to *pro rata* reduction). Select a payment method:
☐ PayPal ☐ Venmo ☐ Zelle ☐ Virtual Prepaid Card ☐ Check mailed to the above

Provide the email address or phone number associated with your selected digital payment option:

Email Address: _____

Phone: _____

For more information, including disclosures and terms and conditions related to PayPal, Venmo, Zelle, and Virtual Prepaid Card digital payment options, please visit www.NorthCottageSettlement.com

- ☐ **Credit Monitoring.**

Provide an email address to receive enrollment instructions: _____

Affirmation and Signature: I swear and affirm under penalty of perjury under the laws of the United States and the Commonwealth of Massachusetts that the information supplied in this Claim Form is true and correct to the best of my knowledge or recollection. I understand that my claim is subject to verification and that I may be asked to provide supplemental information by the Settlement Administrator before my claim is considered complete and valid. By submitting this Claim Form, I hereby confirm that I am a Settlement Class Member.

Signature: _____ **Printed Name:** _____ **Date:** ____/____/____

A proposed class action settlement has been reached in the lawsuit captioned: *Robert Woodward and Timothy King v. North Cottage Program, Inc.*, Case No. 2473CV00710, pending in the Bristol County Superior Court.

Who is Included? All individuals residing in the United States whose Private Information was impacted in the Data Incident affecting North Cottage Program, Inc. ("North Cottage") in or around May 2024, including all those who received notice of the Data Incident. You are receiving this Notice because you have been identified as a Settlement Class Member.

Settlement Benefits. Settlement Class Members may submit a Claim Form to receive Credit Monitoring Services and a Cash Benefit of either: (a) Extraordinary Losses of up to \$5,000, Ordinary Losses of up to \$500 and/or compensation for Lost Time up to four (4) hours at a rate of \$20 per hour; or (b) an Alternative Cash Payment of \$50. Settlement Benefits are subject to a maximum total cap of \$700,000. If the total Settlement Benefits claims exceed \$700,000, Cash Benefits will be pro-rated to stay within the \$700,000 cap.

North Cottage has also committed to making certain security enhancements and has agreed to pay for Notice & Administration Expenses, Attorneys' Fees and Costs, and Service Awards. These costs are separate from, and do not affect the Settlement Benefits offered to the Settlement Class. Please visit www.NorthCottageSettlement.com for a full description of the Settlement Benefits.

How To Get Benefits: Visit www.NorthCottageSettlement.com to submit your claim online or to download a full Claim Form to complete and return it by mail. Claim Forms must be submitted online by **August 28, 2026**, or submitted by mail postmarked no later than **August 28, 2026**.

The Lawyers Representing You. The Court has appointed Cassandra P. Miller of Strauss Borrelli PLLC, Leigh S. Montgomery of EKSM, LLP, and Michael S. Appel of Ketterer, Browne & Associates, LLC as Settlement Class Counsel to represent you and all Settlement Class Members. You may hire your own lawyer at your own cost and expense if you want someone other than Settlement Class Counsel to represent you. Settlement Class Counsel shall request a Fee Award and Costs not to exceed \$240,000 and Service Awards for the Class Representatives not to exceed \$4,000 each (\$8,000 total).

The Final Approval Hearing: The Court has scheduled a hearing for September 16, 2026, at 2:00 PM EST at Bristol County Superior Court, 441 County Street, Upper Courtroom, New Bedford, MA, to consider whether to approve the Settlement, Service Awards, Counsel's Fee Award and Costs, as well as any objections. You or your attorney may request to appear at the hearing, but you are not required to do so. The date or time of the hearing may change, so please check www.NorthCottageSettlement.com for updates.

This Notice is only a Summary. For more information, visit www.NorthCottageSettlement.com or call toll-free 1-(844) 569-4296.

BLIND PERF DOES NOT PRINT



NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL

PERMIT NO. 49

PHILADELPHIA, PA

POSTAGE WILL BE PAID BY ADDRESSEE

NOR SETTLEMENT
ATTN: CLAIM FORM SUBMISSIONS
1650 ARCH STREET
SUITE 2210
PHILADELPHIA PA 19103-9996



Exhibit C

Woodward v. North Cottage

7/20/2026

Total Class Members 7,670
 Noticed On May 29, 2026
 Exclusion Deadline N/A
 Objection Deadline July 29, 2026
 Claim Form Deadline August 28, 2026
 Final Hearing September 16, 2026



	Mail Statistics			Website Statistics		Call Statistics		Claim Statistic			
Week Ending	Total Notices Mailed	Undeliverable Mail	Remailed Notices	Website Visitors	Website Page Views	IVR Calls	IVR Minutes	Total Claims ¹	Online Claims	Hard Copy Claims	Total Objections
6/5/2026	7,659	-	-	86	525	5	15	22	22	-	-
6/12/2026	-	-	-	52	258	15	48	32	29	3	-
6/19/2026	-	2,397	-	14	100	3	23	53	8	2	-
6/26/2026	-	144	1,358	8	36	-	-	21	3	18	-
7/3/2026	-	-	-	19	91	-	-	109	5	104	-
7/10/2026	-	82	-	26	164	11	52	50	21	29	-
7/17/2026	-	15	-	17	106	4	13	46	11	35	-
Totals:	7,659	2,638	-	222	1,280	38	151	333	99	191	-

¹Total claims, not yet assessed for duplicates or validity.

Exhibit D

NOTICE OF PROPOSED CLASS ACTION SETTLEMENT

If you are an individual residing in the United States whose Private Information was impacted in the Data Incident affecting North Cottage in or around May 2024, a class action settlement may affect your rights.

The Bristol County Superior Court for the Commonwealth of Massachusetts authorized this Notice.

A proposed class action Settlement has been reached with North Cottage Program, Inc. in the action captioned *Robert Woodward and Timothy King v. North Cottage Program, Inc.*, Case No. 2473CV00710, pending in the Bristol County Superior Court for the Commonwealth of Massachusetts.

If approved by the Court, the Settlement will resolve and release the legal claims (“Released Claims”) related to the cybersecurity incident that impacted Defendant on or around May 16, 2024 (the “Data Incident”).

If you are a Settlement Class Member, the Settlement affects your legal rights. Please read this Notice carefully.

YOUR LEGAL RIGHTS AND OPTIONS IN THIS SETTLEMENT:	
SUBMIT A CLAIM FORM DEADLINE: AUGUST 28, 2026	Submitting a Claim Form is the only way that you can receive Settlement Benefits. More information about submitting a Claim Form is available at FAQ #12 .
OBJECT TO THE SETTLEMENT DEADLINE: JULY 29, 2026	Write to the Court with reasons why you do not agree with the Settlement. More information about objecting is available at FAQ#18 .
ATTEND THE FINAL APPROVAL HEARING SEPTEMBER 16, 2026	You may attend the Final Approval Hearing where the Court may hear arguments concerning approval of the Settlement. If you wish to speak at the Final Approval Hearing, you must make a request to do so in your written objection or comment. You are <u>not</u> required to attend the Final Approval Hearing. More information about the Court’s Final Approval hearing is available at FAQ #21 .
DO NOTHING	If you do nothing, you will not receive any of the Settlement Benefits and you will give up any rights you may have to sue, continue to sue, or be part of another lawsuit against the Defendant and other Released Parties for the claims this Settlement resolves.

- These rights and options—**and the deadlines to exercise them**—are explained in this Notice.
- The Court in charge of this case still has to decide whether to approve the Settlement. No Settlement Benefits will be provided unless the Court approves the Settlement, and it becomes final.

BASIC INFORMATION

1. Why is there a Notice?

The Court authorized this Notice to inform you of a proposed Settlement in this class action lawsuit. You have the right to understand the terms of the Settlement, as well as your rights and options, before the Court decides whether to grant final approval.

This Notice explains the nature of the lawsuit, the terms of the proposed Settlement, who is eligible to receive benefits from this Settlement, a description of the benefits, and how to obtain those benefits.

Questions? Visit www.NorthCottageSettlement.com or call toll-free 1-(844) 569-4296.

2. What is this lawsuit about?

The lawsuit is known as *Robert Woodward and Timothy King v. North Cottage Program, Inc.*, Case No. 2473CV00710, pending in the Bristol County Superior Court for the Commonwealth of Massachusetts (the “Action”).

Robert Woodward and Timothy King are the Plaintiffs who brought this class action lawsuit against North Cottage Program, Inc. (referred to as “North Cottage” or “Defendant”).

In the lawsuit, Plaintiffs alleged that Defendant was impacted by a cybersecurity incident on or around May 16, 2024 (the “Data Incident”). Plaintiffs further alleged that the Data Incident impacted the Personal Information of the current and former clients of Defendant. The specific legal claims alleged by the Plaintiffs can be viewed in the Amended Class Action Complaint, which is available on the Settlement Website, www.NorthCottageSettlement.com.

Defendant denies the legal claims and denies any wrongdoing or liability. The Court has not made any determination of any wrongdoing by Defendant, or that any law has been violated. Instead, the Plaintiffs and Defendant have agreed to a settlement to avoid the risk, cost, and time of continuing the lawsuit.

3. Why is this a class action?

In a class action lawsuit, one or more individuals (called the “Plaintiffs” or “Settlement Class Representatives”) bring claims on behalf of a larger group of people who have similar claims (the “Settlement Class” or “Settlement Class Members”). The Court resolves the claims for all Settlement Class Members.

4. Why is there a Settlement?

The Plaintiffs and the Defendant disagree over the legal claims made in this Action. The Action has not gone to trial, and the Court has not decided in favor of the Plaintiffs or Defendant (collectively referred to as the “Parties”). Instead, the Parties have agreed to settle the Action after considering the risks and uncertainties of continuing the lawsuit, and all factors related to the Settlement. The Parties believe that this Settlement is fair, reasonable, adequate, and in the best interests of themselves and the Settlement Class.

WHO IS INCLUDED IN THE SETTLEMENT?

5. How do I know if I am part of the Settlement?

The Settlement Class includes all individuals residing in the United States whose Private Information was impacted in the Data Incident affecting North Cottage in or around May 2024, including all those who received notice of the Data Incident.

6. Are there exceptions to individuals who are included in the Settlement Class?

Yes, excluded from the Settlement Class are (i) Defendant (ii) any judges assigned to this case and their staff and family; and (iii) any other person found by a court of competent jurisdiction to be guilty under criminal law of initiating, causing, aiding or abetting the criminal activity occurrence of the Data Incident or who pleads *nolo contendere* to any such charge.

7. What if I am still not sure whether I am part of the Settlement?

If you are still not sure whether you are included in this Settlement, you can contact the Settlement Administrator for free assistance by calling toll-free 1-(844) 569-4296, emailing info@NorthCottageSettlement.com or writing to NOR Settlement, 1650 Arch Street, Suite 2210, Philadelphia, PA 19103.

THE SETTLEMENT BENEFITS

8. What does the Settlement provide?

Questions? Visit www.NorthCottageSettlement.com or call toll-free 1-(844) 569-4296.

Settlement Class Members are eligible to submit a claim to receive Credit Monitoring Services and a Cash Benefit (collectively referred to as the “Settlement Benefits”). The total amount available for Settlement Benefits is capped at \$700,000. Credit Monitoring Services will be paid first. Any remaining funds will be used to pay Cash Benefits, which may be reduced on a pro rata basis if total valid claims exceed the available funds. The Settlement is structured as a claims-made settlement. Defendant will pay valid claims submitted by Settlement Class Members up to a maximum cap. No funds will be set aside or distributed except for valid claims submitted.

Credit Monitoring Services. Includes one (1) year of three-bureau credit monitoring and \$1 million in identity theft protection insurance. Other features include: CyberScan Dark Web Monitoring; Fully Managed Identity Restoration; Member Advisory Services; and Lost Wallet Assistance. Settlement Class Members may elect Credit Monitoring Services in addition to either (i) claims for Extraordinary Losses, Ordinary Losses, and/or Lost Time or (ii) the Alternative Cash Payment.

Cash Benefits. In addition to Credit Monitoring Services, Settlement Class Members can submit a claim for (i) Extraordinary Losses, Ordinary Losses, and/or Lost Time, **OR**, (ii) alternatively, the Alternative Cash Payment, but not both.

- **Extraordinary Losses Up to \$5,000.00** with supporting third-party documentation for any unreimbursed monetary losses that were actually incurred or spent because of the Data Incident between May 16, 2024, and August 28, 2026. Claims for Extraordinary Losses must be submitted with supporting documentation (*See Documentation Requirement section below*).

Example: Losses associated with identity theft or fraud (an unauthorized individual diverted, debited, withdrew, or otherwise conducted fraudulent operations to deprive you of actual money), which have not been reimbursed to you. Those losses also cannot be part of a pending claim with a third party for reimbursement. Any prior third party claim for reimbursement for those same losses must have been denied.

- **Ordinary Losses Up to \$500.00** with supporting third-party documentation for any unreimbursed monetary losses that were actually incurred or spent because of the Data Incident between May 16, 2024, and August 28, 2026.

Example: Losses associated with lost time, professional fees including attorney fees, accountant fees, and fees for credit repair services; costs associated with freezing or unfreezing credit with any credit reporting agency; credit monitoring costs that were incurred on or after mailing of the notice of data breach, through the date of claim submission; and miscellaneous expenses such as notary, fax, postage, copying, mileage, and long-distance telephone charges.

- **Claims for Lost Time.** Settlement Class Members can claim up to four (4) hours—at a rate of \$20.00 per hour—for lost time spent responding to the Data Incident. Claims for lost time are subject to the \$500.00 limit on Ordinary Losses. Documentation is not required for this benefit. However, Settlement Class Members must attest under penalty of perjury to the time spent responding to the Data Incident.

Documentation Requirement: **Claims for Extraordinary Losses and Ordinary Losses must be submitted with documentation supporting the unreimbursed losses claimed.** This can include receipts or other documentation that reflects the unreimbursed losses claimed and/or costs incurred. “Self-prepared” documents such as handwritten receipts are, by themselves, insufficient to receive reimbursement, but can be considered to add clarity or support other submitted documentation.

- **Alternative Cash Payment.** Settlement Class Members may claim an Alternative Cash Payment of \$50.00 in lieu of claims for Extraordinary Losses, Ordinary Losses, and Lost Time. In other words, if you select the Alternative Cash Payment, you cannot also receive compensation for Extraordinary Losses, Ordinary Losses, and Lost Time. Documentation is not required for this benefit.

9. Are there other Settlement Benefits?
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Yes. North Cottage has also committed to making certain security enhancements and has agreed to pay for Notice & Administration Expenses, Attorneys' Fees and Costs, and Service Awards. These costs are separate from, and do not affect the Settlement Benefits offered to the Settlement Class. Please visit www.NorthCottageSettlement.com for a full description of the Settlement Benefits.

10. What am I giving up in order to receive a Settlement Benefit or stay in the Settlement Class?

If the Settlement is approved and becomes final, all of the Court's orders will apply to you and legally bind you. You will not be able to sue, continue to sue, or be part of any other lawsuit against the Defendant and the other Released Parties about the legal issues in this Action, resolved by this Settlement, and released by the Settlement Agreement and Release ("Settlement Agreement"). The specific rights you are giving up are called Released Claims (*see* next question).

11. What are the Released Claims?

The Released Claims are defined as: any and all claims, liabilities, rights, claims, demands, suits, actions, causes of action, obligations, damages, penalties, costs, attorney fees, losses, and remedies of every kind or description—whether known or unknown (including Unknown Claims), existing or potential, suspected or unsuspected, asserted or unasserted, liquidated or unliquidated, legal, statutory, or equitable—that result from, relate to, are based upon, or arise out of the Data Incident, the operative facts alleged in the Action, including the complaint and any amendment thereto, the alleged access, use, disclosure and/or acquisition of Settlement Class Members' PII in the Data Incident, Defendant's provision of notice to Settlement Class Members following the Data Incident, Defendant's information security policies and practices, Defendant's maintenance or storage of PII, or otherwise arising out of or relating to actual or alleged facts, transactions, events, matters, occurrences, acts, disclosures, statements, representations, omissions or failures to act relating to the Data Incident, regardless of whether such claims are based on or arise under any federal, state, local, statutory or common law or any other law.

For more information, please refer to the Settlement Agreement, which is available at www.NorthCottageSettlement.com.

HOW TO GET SETTLEMENT BENEFITS—SUBMITTING A CLAIM FORM

12. How do I make a claim for Settlement Benefits?

Settlement Class Members must submit a claim in order to receive Settlement Benefits. Visit www.NorthCottageSettlement.com to submit a claim online or to download a full Claim Form to complete and return by mail. Claim Forms must be submitted online by **August 28, 2026**. Claim Forms submitted by mail must be postmarked no later than August 28, 2026. Settlement Class Members may also complete and return the Claim Form that was included with the Notice that was mailed to them.

Completed Claim Forms, along with supporting documentation may be mailed to the Settlement Administrator at:

NOR Settlement
Attn: Claim Forms
1650 Arch Street, Suite 2210
Philadelphia, PA 19103

Remember, Claim Forms submitted by mail must be postmarked no later than **August 28, 2026**.

13. Can I request a Claim Form?

Yes. Settlement Class Members can also request a Claim Form be mailed to them by calling toll-free 1-(844) 569-4296 or by writing to the Settlement Administrator.

Mail: NOR Settlement, Attn: Claim Request, 1650 Arch Street, Suite 2210, Philadelphia, PA 19103.

Email: info@NorthCottageSettlement.com.

Questions? Visit www.NorthCottageSettlement.com or call toll-free 1-(844) 569-4296.

14. What happens if my contact information changes after I submit a claim?

If you need to update your contact information after you submit a Claim Form, you may notify the Settlement Administrator of any changes by writing to the Settlement Administrator via mail or email. Please include your Notice ID number with any written requests to assist the Settlement Administrator in identifying you.

15. When and how will I receive the Settlement Benefits?

If you submit a valid claim for Credit Monitoring Services, the Settlement Administrator will send you an email with instructions on how to activate those services after the Settlement is approved and becomes Final. The email will be sent to the email address that you provide on your Claim Form.

Cash Benefits will also be issued by the Settlement Administrator only after the Settlement is approved and becomes Final. Cash Benefits will be issued via the payment selection you made on the Claim Form. It is your responsibility to inform the Settlement Administrator of any updates to your payment information after the submission of your Claim Form.

The Settlement approval process may take time and there may be appeals that must be resolved before any Settlement Benefits can be issued. Please be patient and check www.NorthCottageSettlement.com for updates.

THE LAWYERS REPRESENTING YOU

16. Do I have a lawyer in this case?

Yes, the Court has appointed Cassandra P. Miller of Strauss Borrelli PLLC, Leigh S. Montgomery of EKSM, LLP, and Michael S. Appel of Ketterer, Browne & Associates, LLC as Settlement Class Counsel to represent you and all Settlement Class Members. You may hire your own lawyer at your own cost and expense if you want someone other than Settlement Class Counsel to represent you.

Cassandra P. Miller STRAUSS BORRELLI PLLC One Magnificent Mile 980 N. Michigan Avenue, Suite 1610 Chicago, IL 60611	Leigh S. Montgomery EKSM, LLP 4200 Montrose Blvd., Ste. 200 Houston, TX 77006	Michael S. Appel KETTERER, BROWNE & ASSOCIATES, LLC 336 S. Main Street Bel Air, Maryland 21014
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17. How will Settlement Class Counsel be paid?

At least forty-five (45) days before the initially scheduled Final Approval Hearing, Settlement Class Counsel will file a motion for Fee Award and Costs, which shall not exceed Two Hundred and Forty Thousand Dollars (\$240,000.00). In that same motion, Settlement Class Counsel will seek a service award payment for the Settlement Class Representatives in recognition of their contributions to this Action, in an amount not to exceed Four Thousand Dollars and Zero Cents (\$4,000.00) per Plaintiff (total of \$8,000.00 for both Plaintiffs). The Court may award less than these amounts.

The amounts awarded by the Court will be paid separately by Defendant and will not reduce the Settlement Benefits available to the Settlement Class.

OBJECT TO OR COMMENT ON THE SETTLEMENT

18. How do I tell the Court that I do not like the Settlement?

Settlement Class Members who wish to object to the Settlement must file their written objection with the Court no later than **July 29, 2026**.

The written objection must include (i) the name of the Action; (ii) the Settlement Class Member's full name and current mailing address; (iii) a statement that states with specificity the grounds for the objection, as well as any documents supporting the objection; (iv) the identity of any attorneys representing the objector; (v) a statement regarding whether the Settlement Class Member (or his/her attorney) intends to appear at the Final Approval Hearing; (vi) information identifying

the objector as a Settlement Class Member, including proof that the objector is within the Settlement Class (e.g., copy of the Notice or copy of original notice of the Data Incident); and (vii) the signature of the Settlement Class Member or the Settlement Class Member's attorney.

For an objection to be considered, it must be filed with the Court no later than **July 29, 2026**.

COURT
Bristol County Superior Court 441 County Street New Bedford, MA 02740

You must also send a copy of your written objection to the Settlement Administrator, Settlement Class Counsel, and Defendant's Counsel postmarked or emailed no later than **July 29, 2026**.

SETTLEMENT CLASS COUNSEL		
Cassandra P. Miller STRAUSS BORRELLI PLLC One Magnificent Mile 980 N. Michigan Avenue, Suite 1610 Chicago, IL 60611	Leigh S. Montgomery EKSM, LLP 1105 Milford Street Houston, TX 77006	Michael S. Appel KETTERER, BROWNE & ASSOCIATES, LLC 336 S. Main Street Bel Air, Maryland 21014
DEFENDANT'S COUNSEL		SETTLEMENT ADMINISTRATOR
Daniel Mirarchi GORDON REES SCULLY MANSUKHANI Three Logan Square 1717 Arch Street, Suite 610 Philadelphia, PA 19103		NOR Settlement P.O. Box 58220 Philadelphia, PA 19102

Any Settlement Class Member who does not file a timely and adequate objection in accordance with these instructions waives the right to object or to be heard at the Final Approval Hearing and shall be forever barred from making any objection to the Settlement, and shall be bound by the terms of the Settlement Agreement and by all proceedings, orders, and judgments in the Action, including the Release. The exclusive means for any challenge to the Settlement Agreement is through these provisions.

THE FINAL APPROVAL HEARING

19. When and where will the Court decide whether to approve the Settlement?

The Court will hold a Final Approval Hearing on **September 16, 2026 at 2:00 PM EST** at Bristol County Superior Court, 441 County Street, Upper Courtroom, New Bedford, MA 02740.

The date and time of the Final Approval Hearing is subject to change without further notice to the Settlement Class, so please check www.NorthCottageSettlement.com for updates.

At this hearing, the Court will consider whether the Settlement is fair, reasonable, and adequate. The Court will also decide whether to enter a judgment approving the Settlement and whether to approve Settlement Class Counsel's Fee Award and Costs, and Service Awards to the Class Representatives.

If there are objections, the Court will consider them. The Court will also listen to people who have asked to speak at the hearing.

20. Do I have to come to the Final Approval Hearing?

Questions? Visit www.NorthCottageSettlement.com or call toll-free 1-(844) 569-4296.

No. Settlement Class Counsel will answer any questions the Court may have. However, you are welcome to attend at your own expense. If you submit a timely and complete objection, the Court will consider it, and you do not have to come to Court to talk about it.

21. May I speak at the Final Approval Hearing?

Yes. If you wish to attend and speak at the Final Approval Hearing, you must indicate this in your written objection (*see* Question 18). Your objection must state that it is your intention to appear at the Final Approval Hearing and must identify any witnesses you may call to testify or exhibits you intend to introduce into evidence at the Final Approval Hearing. If you plan to have your attorney speak for you at the Final Approval Hearing, your objection must also include your attorney's name, address, and phone number.

IF YOU DO NOTHING

22. What happens if I do nothing at all?

If you are a Settlement Class Member and you do nothing, you will not receive any Settlement Benefits. You will also give up certain rights, including your right to start a lawsuit, continue with a lawsuit, or be part of any other lawsuit against the Defendant or any of the other Released Parties about the legal issues in this Action and released by the Settlement.

GETTING MORE INFORMATION

23. How do I get more information?

This Notice summarizes the proposed Settlement. For the precise terms and conditions of the Settlement, please see the Settlement Agreement available at www.NorthCottageSettlement.com. You may also contact the Settlement Administrator by mail or email:

Mail: NOR Settlement, 1650 Arch Street, Suite 2210, Philadelphia, PA 19103

Email: info@NorthCottageSettlement.com

**PLEASE DO NOT CONTACT THE COURT OR THE CLERK'S OFFICE
TO INQUIRE ABOUT THIS SETTLEMENT OR THE CLAIM PROCESS.**

Exhibit E

Claim Forms
must be submitted
online or
postmarked by:
August 28, 2026

NOR-CLAIM

GENERAL INSTRUCTIONS

You are eligible to submit a Claim Form if you are a Settlement Class Member, which means:

- You are an individual residing in the United States whose Private Information was impacted in the Data Incident affecting North Cottage Program, Inc. (“North Cottage”) in or around May 2024. You are included if you received notice of the Data Incident.

Participating Settlement Class Members can submit a Claim Form online at www.NorthCottageSettlement.com or by completing this Claim Form and mailing it to the Settlement Administrator, so it is postmarked no later than **August 28, 2026**.

SETTLEMENT BENEFITS

Participating Settlement Class Members are eligible to receive Credit Monitoring Services **and** may elect one of the following cash payment options: (a) a Cash Benefit in the form of claims for Extraordinary Losses, Ordinary Losses, and/or Lost Time, or (b) the Alternative Cash Payment. Under the Settlement, the maximum amount North Cottage will pay for all Settlement Benefits is \$700,000.00. If the total Settlement Benefits claimed exceed \$700,000.00, the cost of credit monitoring will be paid as a first priority; other Class Benefits will be reduced *pro rata* as needed to stay within the \$700,000.00 overall cap.

Credit Monitoring Services. Includes one (1) year of three-bureau credit monitoring and \$1 million in identity theft protection insurance.

Extraordinary Losses Up to \$5,000.00 with supporting third-party documentation for any unreimbursed monetary losses that were actually incurred or spent because of the Data Incident between May 16, 2024, and August 28, 2026. Claims for Extraordinary Losses must be submitted with supporting documentation (*See* Documentation Requirement section below).

Example: Losses associated with identity theft or fraud (an unauthorized individual diverted, debited, withdrew, or otherwise conducted fraudulent operations to deprive you of actual money), which have not been reimbursed to you. Those losses also cannot be part of a pending claim with a third party for reimbursement. Any prior third-party claim for reimbursement for those same losses must have been denied.

Ordinary Losses Up to \$500.00 with supporting third-party documentation for any unreimbursed monetary losses that were actually incurred or spent because of the Data Incident between May 16, 2024, and August 28, 2026.

Example: Losses associated with lost time, professional fees including attorney fees, accountant fees, and fees for credit repair services; costs associated with freezing or unfreezing credit with any credit reporting agency; credit monitoring costs that were incurred on or after mailing of the notice of data breach, through the date of claim submission; and miscellaneous expenses such as notary, fax, postage, copying, mileage, and long-distance telephone charges.

Documentation Requirement: Claims for **Extraordinary Losses** and **Ordinary Losses** must be submitted with documentation supporting the unreimbursed losses claimed. This can include receipts or other documentation that reflects the unreimbursed losses claimed and/or costs incurred. “Self-prepared” documents such as handwritten receipts are, by themselves, insufficient to receive reimbursement, but can be considered to add clarity or support other submitted documentation.

Claims for Lost Time. Participating Settlement Class Members can claim up to four (4) hours—at a rate of \$20.00 per hour—for lost time spent responding to the Data Incident. Claims for lost time are subject to the \$500.00 limit on Ordinary Losses. Documentation is not required for this benefit.

Alternative Cash Payment. Participating Settlement Class Members may claim an Alternative Cash Payment of \$50.00 per person in lieu of claims for Extraordinary Losses, Ordinary Losses, and Lost Time. In other words, if you select the Alternative Cash Payment, you cannot also receive compensation for Extraordinary Losses, Ordinary Losses, and Lost Time. Documentation is not required for this benefit.

QUESTIONS? VISIT WWW.NORTHCOTTAGESETTLEMENT.COM OR CALL TOLL-FREE 1-(844) 569-4296.

**Claim Forms
must be submitted
online or
postmarked by:
August 28, 2026**

Robert Woodward and Timothy King v. North Cottage Program, Inc.
Case No. 2473CV00710
Bristol County Superior Court for the Commonwealth of Massachusetts
CLAIM FORM

NOR-CLAIM

I. NAME AND CONTACT INFORMATION

Please provide your name and contact information below. It is your responsibility to notify the Settlement Administrator if your contact information changes after you submit your Claim Form.

First Name

Last Name

Street Address

City

State

Zip Code

Email Address

Phone Number

Notice ID

II. CREDIT MONITORING SERVICES

☐ Check this box if you wish to receive Credit Monitoring. Submitting this Claim Form will not automatically enroll you into Credit Monitoring. To enroll, you must follow the instructions sent to your email address (that you provide in Section I above) after the Settlement is approved and becomes final (the "Effective Date").

In addition to Credit Monitoring, Settlement Class Members may also claim EITHER (a) Extraordinary Losses, Ordinary Losses, and/or Lost Time OR (b) the Alternative Cash Payment, but not both.

If you are claiming Extraordinary Losses, Ordinary Losses, and/or Lost Time, proceed to Sections III–V. If you are claiming the Alternative Cash Payment, proceed only to Section VI.

III. EXTRAORDINARY LOSSES

☐ Check this box if you are seeking reimbursement for Extraordinary Losses up to \$5,000.00.

You must submit supporting documentation demonstrating the actual, unreimbursed expenses you are seeking reimbursement. Complete the chart below describing the supporting documentation you are submitting and the reimbursement amount that is supported by that documentation.

Description of Documentation Provided	Amount
Total Documented Extraordinary Losses Claimed:	

QUESTIONS? VISIT WWW.NORTHCOTTAGESETTLEMENT.COM OR CALL TOLL-FREE 1-(844) 569-4296.

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Bristol County Superior Court for the Commonwealth of Massachusetts
CLAIM FORM

NOR-CLAIM

IV. ORDINARY LOSSES

☐ Check this box if you are seeking compensation for Ordinary Losses up to \$500.00.

You must submit supporting documentation demonstrating the actual, unreimbursed expenses you are seeking reimbursement. Complete the chart below describing the supporting documentation you are submitting and the reimbursement amount that is supported by that documentation.

Description of Documentation Provided	Amount
Total Documented Ordinary Losses Claimed:	

V. LOST TIME

☐ Check this box if you are seeking reimbursement for lost time spent responding to the Data Incident.

You can claim up to four (4) hours at a rate of \$20.00 per hour (subject to the \$500.00 limit on Ordinary Losses). Indicate the number of hours you spent responding to the Data Incident and complete the attestation section describing how you spent that time.

Indicate the number of hours spent: ☐ 1 Hour ☐ 2 Hours ☐ 3 Hours ☐ 4 Hours

I hereby attest under penalty of perjury that the lost time claimed above was spent in response to the Data Incident, as follows:

QUESTIONS? VISIT WWW.NORTHCOTTAGESETTLEMENT.COM OR CALL TOLL-FREE 1-(844) 569-4296.

**Claim Forms
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CLAIM FORM

NOR-CLAIM

VI. ALTERNATIVE CASH PAYMENT

☐ Check this box if you are claiming the Alternative Cash Payment in the amount of \$50.00 instead of claiming for Extraordinary Losses, Ordinary Losses, or Lost Time. If you select this benefit, you can still claim Credit Monitoring Services.

VII. PAYMENT SELECTION

If you are receiving a cash payment, please select **one** of the following payment options.

☐ PayPal ☐ Venmo ☐ Zelle ☐ Virtual Prepaid Card ☐ Check

If you selected a digital payment option above, please provide the email address or mobile number associated with your selected digital payment option:

For more information, including disclosures, terms and conditions, related to PayPal, Venmo, Zelle, and Virtual Prepaid Card digital payment options, visit www.NorthCottageSettlement.com.

Payment via check will be mailed to the address provided in Section I above.

VIII. AFFIRMATION & SIGNATURE

By signing below and submitting this Claim Form, I swear and affirm under penalty of perjury under the laws of the United States and the Commonwealth of Massachusetts that the information supplied in this Claim Form and any documents submitted in support of this Claim Form are true and correct to the best of my knowledge or recollection.

I understand that my claim is subject to verification and that I may be asked to provide supplemental information by the Settlement Administrator before my claim is considered complete and valid. By submitting this Claim Form, I hereby confirm that I am a Participating Settlement Class Member and that I am bound by the terms of the Settlement.

Signature

Printed Name

Date

SUBMITTING YOUR CLAIM FORM

Please keep a copy of your Claim Form and any supporting materials you submit. Do not submit your only copy of the supporting documents. Materials submitted will not be returned. Copies of documentation submitted in support of your Claim should be clear and legible.

Mail your completed Claim Form, including any supporting documentation to:

NOR Settlement Administrator
Attn: Claim Forms
1650 Arch Street, Suite 2210
Philadelphia, PA 19103

QUESTIONS? VISIT WWW.NORTHCOTTAGESSETTLEMENT.COM OR CALL TOLL-FREE 1-(844) 569-4296.