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6 *Counsel for Plaintiff and the Class*

7
8 UNITED STATES DISTRICT COURT
9 NORTHERN DISTRICT OF CALIFORNIA

10 MAUDER and ALICE CHAO;
11 DEOGENESO and GLORINA PALUGOD;
12 and
13 MARITZA PINEL,
14 individually and on behalf of all others similarly
15 situated,
16 Plaintiffs,
17 vs.
18 AURORA LOAN SERVICES, LLC,
19 Defendant.

No. 10-cv-03118-SBA

DECLARATION OF KENNETH JUE ON
BEHALF OF THE SETTLEMENT
ADMINISTRATOR

Date: January 13, 2015
Time: 1:00 pm
Crtrm.: 210
Judge: Hon. Sandra B. Armstrong

1 I, Kenneth Jue, hereby declare pursuant to 28 U.S.C. § 1746 that the following is true and correct:

2 1. This declaration is based upon my personal knowledge and information provided by my
3 staff under my supervision in the regular course of business.

4 2. I am a Case Manager at Gilardi & Co. LLC (“Gilardi”), which provides class action
5 settlement administration services.

6 3. Gilardi was retained by Class Counsel to provide class action settlement administration
7 services in the above-captioned case.

8 4. On September 5, 2014, this Court appointed my firm as the Settlement Administrator in its
9 Order Granting Unopposed Motion for Preliminary Approval of Class Action Settlement. (“Preliminary
10 Approval Order”).

11 5. Counsel has requested that Gilardi submit a declaration for costs incurred to date and
12 projected costs to completion in the administration of this settlement.

13
14 **SETTLEMENT ADMINISTRATOR FEES**

15 6. Gilardi fees through November 2, 2014 are \$36,584.90. The fees incurred include the
16 expenses for preparing and providing notice by USPS mail and email, telephone and email support, the
17 processing, search, and remail of undeliverable notices, website development, status reports, and case
18 management. A true and correct copy of Gilardi’s cumulative invoice through November 2, 2014 is
19 attached hereto as **Exhibit A**.

20 6. In addition, Gilardi estimates futures administration costs to not exceed \$48,415.10. These
21 costs include future handling of undeliverable notices, processing disputes, opt-outs, and objections,
22 telephone and email support, and distribution services.

23 I declare under penalty of perjury under the laws of the State of California that the foregoing is true
24 and correct and that this declaration was executed this 12th day of November, 2014, at San Rafael,
25 California.

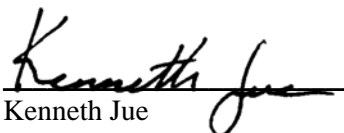
26 
27 Kenneth Jue

EXHIBIT A



3301 Kerner Blvd.
 San Rafael, CA, 94901
 P: (415) 461-0410
 F: (415) 461-0412

Sent via E-Mail

12-Nov-14

Christopher A. O'Hara, Esq.
 Hagen Berman Sobol Shapiro LLP
 1918 8th Ave Ste 3300
 Seattle, WA 98101

Re: **Chao, et al. v. Aurora Loan Services, LLC**

Client Matter Number: 4437
 Invoice: 4437-1

Professional services, out-of-pocket expenses and third party expenses through November 2, 2014 in connection with Case Setup, Mailing Database Preparation, Software Customization, Document Formatting, Case Management, Printing and Mailing of the Notice of Class Action Settlement and Payment Documentation Form, Email Notification, RUM Processing, Telephone Support, Website Development and Reporting for the Chao, et al. v. Aurora Loan Services, LLC matter.

Notification

Case Setup	\$550.00	
Mailing Database Preparation	\$4,035.00	
Software Customization	\$270.00	
Document Formatting	\$580.00	
Case Management	\$3,401.25	
NCOA	\$250.00	
Print Production	\$450.00	
Printing	\$4,998.03	
Postage	\$6,048.23	
Prepare and Test Mass Email	\$450.00	
Email Search - 11,487 @ \$0.45	\$5,169.15	
Email Notification - 8,100 @ \$0.075	\$607.50	
Rum Scanning	\$961.40	
RUM Remails - 48 @ \$0.68	\$32.64	
RUM Searches	\$2,374.00	
Remails - 1,187 @ \$0.68	\$690.20	
Staff Time	\$225.00	
Phone Script and FAQ Development	\$450.00	
Telephone - Staff Time	\$3,173.75	
Website Development	\$1,500.00	
Subtotal Notification		\$36,216.15
Reporting		
Weekly Reporting	\$368.75	
Subtotal Reporting		\$368.75
AMOUNT DUE		\$36,584.90