

BY ORDER OF THE CIRCUIT COURT FOR PRINCE GEORGE'S COUNTY

If Conservice, LLC sent you a bill, concerning a Maryland residence, which included a service fee, during the period beginning December 8, 2017 and ending on September 2, 2022, you could be part of a Class Action Settlement.

The Circuit Court for Prince George's County authorized this notice. This is not a solicitation from a lawyer.

- Through a proposed class action settlement, Conservice, LLC ("Conservice") has agreed without any admission of wrongdoing to resolve a lawsuit over whether Conservice acted as a collection agency and charged Administrative Fees to Maryland tenants without a collection agency license, in violation of Maryland law.
- The proposed class action settlement avoids costs and risks from continuing the lawsuit, pays money to Class Members who file Valid Claims, and releases Conservice from liability to Class Members.
- Under the proposed settlement, Conservice will fund a common fund of \$2,500,000.00 (the "Common Fund"). This Common Fund will be used to make equal payments to all Class members who file Valid Claims, after deducting amounts to pay for the costs of providing notice to Class members and administering the settlement, to pay Class counsel's expenses and attorney's fees, and to make a Court-approved incentive payment to the Named Plaintiff, Brigitte Headen. In return, Conservice will be released from liability to any Class Members.
- Court-appointed lawyers for Class Members will ask the Court to approve a payment of up to 40% of the Common Fund as attorneys' fees, plus their expenses of litigation, for investigating the facts, litigating the case, and negotiating the settlement; and the Class representative will ask the Court to approve payment from the Common Fund of an incentive payment of up to \$15,000.
- The two sides disagree on whether a class action could have been maintained, whether Conservice did anything wrong, and how much money was at stake.
- If you are a Class Member, your legal rights are affected whether you act, or don't act. Read this notice carefully.

LEGAL RIGHTS AND OPTIONS FOR CLASS MEMBERS:	
FILE A CLAIM	If Conservice sent you a bill, concerning a Maryland residence, which included a service fee, for the period December 8, 2017 and ending on September 2, 2022, you are a Class Member and you can file a claim online, or download and mail a Claim Form at www.conserviceclassaction.com , or you can ask the Settlement Administrator to mail you a claim form by calling 1-866-274-4004.
DO NOTHING	If you do not file a claim, you will not receive any payment, even if you are a Class Member. You will still be bound by the settlement and will still release Conservice from liability to you. If you remain in the Class, you can't sue, continue to sue, or be part of any other lawsuit against Conservice about the claims which were made or could have been made in the Lawsuit.
EXCLUDE YOURSELF	If you "opt out" or exclude yourself, you will get no settlement benefits. This is the only option that allows you to ever bring an action against Conservice about the legal claims that were asserted or could have been asserted in this case. If you wish to exclude yourself from the settlement, you must mail a request for exclusion to the Settlement Administrator postmarked no later than December 16, 2022, as explained herein.
OBJECT	If you have objections, you may write to the Court about why you don't like the settlement.
GO TO A HEARING	You can ask to speak in Court about the fairness of the settlement.

QUESTIONS? CALL 1-866-274-4004 TOLL FREE, OR VISIT WWW.CONSERVICECLASSACTION.COM

- 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. Payments will be made if the Court approves the settlement and after any appeals are resolved. Please be patient.

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BASIC INFORMATION

1. Why did I get this Notice?

You received this notice because Conservice identified you as a person to whom it sent a bill, concerning a Maryland residence, which included a service fee, for the period December 8, 2017 and ending on September 2, 2022.

The Court sent this notice because Class Members have a right to know about this class action lawsuit, and about your option to exclude yourself from the class action.

The Court in charge of the case is the Circuit Court for Prince George's County, and the case is known as *Headen v. Conservice, LLC*, Case No.: CAL20-19314.

2. What is this lawsuit about?

The lawsuit claims that Conservice acted as a collection agency without a legally-required Maryland collection agency license when it sent bills to Class members for utilities and other fees. Conservice denies these claims and believes it did nothing wrong.

3. Why is this a class action?

In a class action, one or more individuals called Class Representatives (in this case Brigitte Headen), file claims on behalf of individuals who have similar claims. All these individuals are a Class or Class Members. One court resolves the issues for all Class Members. The Circuit Court for Prince George's County is in charge of this class action.

4. Why is there a settlement?

The Court did not decide any of the issues. The Class Representative alleged the Class should be allowed to recover the Administrative Service Fees Conservice charged to the approximately 107,000 Class Members, after a trial. Conservice argued the Class should not recover anything after a trial. But there was no trial. Instead, both sides agreed to a settlement. That way, they avoid the costs of additional and protracted legal proceedings, potentially including a trial and appeals, and Class Members will get compensation if they file a valid and timely claim. Class Counsel think the settlement is best for all Class Members.

WHO IS IN THE SETTLEMENT

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

The parties agreed and the Circuit Court for Prince George's County decided that everyone who fits the following description is a Class Member (with some exceptions):

All persons to whom Conservice sent a bill, concerning a Maryland residence, which included a service fee, for the period beginning December 8, 2017 and ending on September 2, 2022.

6. Are there exceptions to being included?

The Settlement Class excludes all employees, officers and directors of Conservice and its parent or subsidiary companies and predecessors and successors, and all employees of the Court.

7. I'm still not sure if I am included.

If you are still not sure whether you are included, you can ask for free help. You can call 1-866-274-4004 or visit www.conserviceclassaction.com for more information.

8. What am I giving up to stay in the settlement?

Unless you exclude yourself from this case, you will remain a Class Member, and that means that you can't sue, continue to sue, or be part of any other lawsuit against Conservice about claims that were asserted or could have been asserted in this case. It also means that all of the Court's orders will apply to you and legally bind you.

THE SETTLEMENT BENEFITS – WHAT YOU GET

9. What does the settlement provide?

Conservice has agreed to pay the sum of \$2,500,000.00 into a common fund. That common fund will be used to make equal payments to Class Members who file valid claims, after deduction of the costs of administering Class notice and administration of the settlement, Court-approved attorney's fees and expenses, and a Court-approved incentive payment to the Named Plaintiff.

All claims must be made on or before February 9, 2023. If you do not file a valid claim, you will not receive any payment. However, you would still be bound by the settlement. You may file a claim on

www.conserviceclassaction.com, or you may ask the Settlement Administrator to mail you a claim form by calling 1-866-274-4004.

10. Can I make more than one claim?

No. Even if you received multiple bills from Conservice, you only need to file one claim.

HOW YOU FILE A CLAIM

11. How can I file a claim?

The deadline for filing a Claim is February 9, 2023.

You must file a claim, either online or by mail, to receive payment.

You may file a claim at www.conserviceclassaction.com. You may also download a claim form on www.conserviceclassaction.com, print it out, complete it, and deliver it to the Settlement Administrator; or, you may ask the Settlement Administrator to mail you a claim form for you to complete and return by calling 1-866-274-4004.

Whatever method you choose, **you must fully complete the claim form before your claim will be recognized as being filed.**

12. If I file a Claim, when will I get paid?

The Court will hold a hearing on January 11, 2023, to decide whether to approve the settlement. If the Court approves the settlement, the Settlement Administrator will send payments to Class Members who have filed valid and completed claims within forty-five (45) days after the deadline for filing a claim, or within forty-five (45) days after any appeal of the approval of the settlement is dismissed or the approval is affirmed, whichever is later. The deadline for filing a claim is **February 9, 2023**.

EXCLUDING YOURSELF FROM THE SETTLEMENT

If you don't want to stay in the Class, then you must take steps to get out. This is called excluding yourself—or is sometimes referred to as “opting out” of the Class.

13. How do I get out of the settlement?

QUESTIONS? CALL 1-866-274-4004 TOLL FREE, OR VISIT WWW.CONSERVICECLASSACTION.COM

To exclude yourself from the settlement, you must send a letter by mail saying that you want to be excluded from the Class in *Headen v. Conservice, LLC*. Be sure to include your name, address, telephone number, and your signature. You must mail your exclusion request postmarked no later than **December 16, 2022** to:

Headen v. Conservice, LLC Exclusions
c/o Strategic Claims Services
P.O. Box 230
Media, PA 19063

If you ask to be excluded, you will not be eligible for any settlement payment, and you cannot object to the settlement. You will not be legally bound by anything that happens in this lawsuit.

14. If I don't exclude myself, can I sue Conservice later?

No. Unless you exclude yourself, you give up any right to sue Conservice for the claims which were asserted, or could have been asserted, in this lawsuit. If you have a pending lawsuit about the claims in this lawsuit, speak to your lawyer in that case immediately. You must exclude yourself from *this* Class to continue another lawsuit involving the same transactions as this case. Remember, the exclusion deadline is **December 16, 2022**.

15. If I exclude myself, can I get benefits from this settlement?

No. If you exclude yourself, you cannot be part of this settlement.

THE LAWYERS REPRESENTING YOU

16. Do I have a lawyer in this case?

The Court appointed the law firm of Gordon, Wolf & Carney, Chtd., in Towson, Maryland, to represent you and other Class Members. These lawyers are called Class Counsel. You will not be individually charged for these lawyers. If you are a Class Member and you want to be represented by your own lawyer, and you do not request exclusion, you may hire a lawyer at your own expense and enter an appearance through that lawyer.

17. How will the lawyers be paid?

Class Counsel will ask the Court to approve payment of up to 40% of the common fund for attorneys' fees, plus the expenses they incurred litigating this case. The fees would pay Class Counsel for investigating the facts, litigating the case, and negotiating the settlement. Conservice has agreed not to oppose fees up to that amount and expenses.

OBJECTING TO THE SETTLEMENT

You can tell the Court that you don't agree with the settlement or some part of it.

18. How do I tell the Court that I don't like the settlement?

If you're a Class Member, you can object to the settlement if you don't like any part of it. You can give reasons why you think the Court should not approve it. The Court will consider your views. To object, you must send a letter saying that you object to the *Headen v. Conservice, LLC* settlement. Be sure to include your name, address, telephone number, your signature, and the reasons you object to the settlement. Mail the objection to these three different places postmarked no later than **December 16, 2022**:

COURT	CLASS COUNSEL	DEFENSE COUNSEL
Clerk of the Court, Civil Division Circuit Court for Prince George's County 14735 Main Street Upper Marlboro, MD 20772	Benjamin H. Carney Gordon, Wolf & Carney, Chtd. 100 W. Pennsylvania Ave. Suite 100 Towson, MD 21204	William H. White, Jr., Esq. KIERNAN TREBACH, LLP 1233 20th St. NW, 8th Floor Washington, D.C. 20036

19. What's the difference between objecting and excluding?

Objecting is simply telling the Court that you don't like something about the settlement. You can object only if you stay in the Class. Excluding yourself, on the other hand, is telling the Court that you don't want to be part of the Class. If you exclude yourself, you have no basis to object because the case no longer affects you.

THE COURT'S FAIRNESS HEARING

The Court will hold a hearing to decide whether to approve the settlement as fair to the Class. You may attend and you may ask to speak, but you don't have to.

20. When and where will the Court decide whether to approve the settlement?

The Court is scheduled to hold a Fairness Hearing at 9 AM on January 11, 2023, in the Circuit Court for Prince George's County, 14735 Main Street, Upper Marlboro, MD 20772. The time or place of the hearing could change, and you can contact the Settlement Administrator to find out if there is any change, at 1-866-274-4004. At this hearing the Court will consider whether the settlement is fair, reasonable, and adequate. If there are objections, the Court will consider them. After the hearing, the Court will decide whether to approve the settlement. We do not know how long these decisions will take.

21. Do I have to come to the hearing?

No. But you are welcome to come at your own expense. If you send an objection, you don't have to come to Court to talk about it. As long as you mailed your written objection on time, the Court will consider it. You may also pay your own lawyer to attend, but it's not necessary.

22. May I speak at the hearing?

You may ask the Court for permission to speak at the Fairness Hearing. To do so, you must send a letter saying that it is your "Notice of Intention to Appear in *Headen v. Conservice, LLC*, Case No. CAL20-19314." Be sure to include your name, address, telephone number, and your signature. Your Notice of Intention to Appear must be postmarked no later than **December 16, 2022**, and be mailed to the Clerk of the Court, Class Counsel, and Defense Counsel, at the three addresses listed in the answer to question 18. You cannot speak at the hearing if you exclude yourself.

IF YOU DO NOTHING

23. What happens if I do nothing at all?

If you fit the Class definition above and do nothing, you will not receive any payment. But, unless you exclude yourself, you will still be a Class Member, you won't be able to start a lawsuit, continue with a lawsuit, or be part of any other lawsuit against Conservice about the legal or factual issues in this case, or claims that were asserted or could have been asserted in this case.

GETTING MORE INFORMATION

24. Are there more details about the lawsuit and proposed settlement?

This notice summarizes the lawsuit and proposed settlement. More details are in the Complaint, settlement agreement, and other documents filed in Court. You can get a copy of the Complaint, settlement agreement, and other important documents from the Court or by requesting them from the Settlement Administrator. You can also call 1-866-274-4004 toll free; write to *Headen v. Conservice, LLC* Lawsuit, c/o Strategic Claims Services, P.O. Box 230, Media, PA 19063; or visit the website at www.conserviceclassaction.com where you will find answers to common questions about the lawsuit and other information to help you determine whether you are a Class Member.

BY ORDER OF THE CIRCUIT COURT FOR PRINCE GEORGE'S COUNTY.