

Alert No. 2014 – 4

U.S. ASR Hip Settlement Alert – 3/25/14

Communication with the Claims Processor’s Law Firm Contact Team

- 1. Law Firm Contact Team.** The Claims Processor for the U.S. ASR Hip Settlement Program designated the Law Firm Contact Team to serve as a primary point of contact for law firms representing claimants in the Settlement Program. After a law firm receives access to the ASR Portal, the firm is assigned a Law Firm Contact who can assist the Principal Responsible Attorney and other designated law firm members with Settlement Program processes.
- 2. Direct Questions about the Settlement Process to your Law Firm Contact.** We encourage you to contact your designated Law Firm Contact with any procedural questions, including claim form submissions, signature requirements, document upload procedures, and ASR Portal access and navigation. Although substantive questions about the application of the Agreement to your claimants may continue to be directed to the Settlement Oversight Committee (“SOC”), it will be more efficient for you to use your Law Firm Contacts for questions about the process. If you are not sure who between your Law Firm Contact and the SOC to send your question, contact your Law Firm Contact, and he/she help you determine if your question should be elevated to the SOC.
- 3. Questions.** Your Law Firm Contact is available 8:30 a.m. to 5:00 p.m. Monday through Friday (Eastern Time). If you have any questions about this Alert, please call or email your assigned Law Firm Contact. You may also email us at claimsprocessor@usasrhipsettlement.com or call us toll-free at 1(877) 391-3169 if you need assistance in reaching your Law Firm Contact.