

ADMINISTRATIVE SERVICES PERFORMED BY THE CLASS
ADMINISTRATOR, OPTIME ADMINISTRATION, LLC

Optime, the Class Administrator, shall perform, complete and otherwise undertake actions necessary for providing the following administrative services to effectuate the Revised Settlement:

(a) Complete data management in order to generate a finalized Class List. Such work consists of; but is not limited to consolidating and combining multiple property spreadsheets, removing duplicates, and generating a final mailing list, text message list, and electronic mail list.

(b) Determine updated addresses for Class Members for whom no forwarding addresses are in Greystar's possession. In order to complete this task, Greystar will provide a list of the mailing addresses for each Greystar property to Optime. Optime will match up the Class Members with the Greystar property and then enter in the Class Member's specific unit number in order to ascertain a full former mailing address. The list will then be researched through a public record database called Delvepoint in order to generate possible forwarding or more recent updated addresses.

(c) Create a settlement specific website containing a copy of the Notice, Greystar Property List, Revised Settlement, Motion for Preliminary Approval of Class Action Settlement and Preliminary Approval Order. The website will also have a "Contact Us" section for class members to be able to contact Optime directly.

(d) Create a short-form public notice and publish the public notice for at least three (3) consecutive weeks in a local newspaper for each county in which a Greystar property at issue is located. Greystar shall provide Optime with a list of property addresses and corresponding counties.

(e) Issue the Notice and Greystar Property List to the full finalized mailing list by first class mail. Mailings returned by the United States Postal Service will be researched through a public records database called Delvepoint and immediately resent to a forwarded or more recent address.

(f) Issue the Notice and Greystar Property List to the full finalized e-mail list by electronic mail.

(g) Push an SMS text message with a link to the settlement website to the full text message list.

(h) Provide all Class Members with a toll free phone number in order to contact Optime directly.

(i) Provide all Class Members with a settlement specific e-mail address to correspond directly with Optime.

(j) Provide Class Counsel and Defendant's Counsel with reports concerning notice, administration, and implementation of the settlement.

(k) Work with Class Counsel and Defendant's Counsel to calculate each Class Member's *pro rata* payment based on their actual loss as represented in the finalized Class List ("*Pro Rata* Payment").

(l) Issue and mail the initial *pro rata* settlement checks directly to identified Class Members for their respective *pro rata* share of the Settlement Fund by first class mail.

(m) Work with Class Counsel and Defendant's Counsel to calculate and finalize supplemental payments to mail directly to all Class Members who cash or deposit their initial *pro rata* settlement checks within ninety (90) days of issuance ("*Supplemental Payment*") (collectively, Supplemental Payment with *Pro Rata* Payment, the "*Settlement Payments*").

(n) Issue and mail representative Plaintiff an incentive award check payable directly to the named Plaintiff by first class mail.

(o) Issue a check for attorney fees and costs directly to the Law Office of Kevin R. Heffernan, Ltd. by first class mail or bank wire.

(p) Complete an ongoing reconciliation of the Qualified Settlement Fund and provide counsel for the parties with timely, periodic accounting updates.

(q) Cancel outstanding settlement checks 90 days after the date of issuance.

(r) Conduct a final reconciliation and cancel outstanding checks after 90 days of the issuance of Supplemental Payments. Provide counsel with a final reconciliation report.

(s) Issue all remaining funds in the Qualified Settlement Fund to Greater Boston Legal Services as the *cy pres* recipient of any residual funds.

(t) Maintain reasonably detailed records of its activities under this Revised Settlement Agreement. Optime shall maintain all such records as required by applicable law in accordance with its business practices.

(u) Provide reports and other information to the Court as the Court may require.

(v) Discharge any other obligations or duties not identified herein, as required by the parties, with the understanding that such obligations or duties may result in an adjustment to the fees and expenses owed to Optime.