

## **GENERAL FAQs:**

### **Is GM requiring customers to sign a legal release?**

Yes. This payment is being made in connection with a class-wide settlement in principle between the parties in a class action lawsuit, In re Chevrolet Bolt EV Battery Litigation, No. 2:20-13256-TBG-CI (E.D. Mich.). In order to foster recall completion, GM is providing customers who have the Software Final Remedy installed by 12/31/2023 the option to obtain early compensation via e-card, but customers who choose to receive this early payment must release the same legal claims as will be released in connection with the settlement when it is approved by the court.

### **Which vehicles are included in the Bolt Compensation Program?**

2020 - 2022 model year Chevrolet Bolt EV and EUV vehicles involved in GM safety recall N212345944.

### **My vehicle/VIN is not part of N212345944, am I eligible for compensation?**

A class-wide settlement in principle has been reached between the parties in a class action lawsuit, In re Chevrolet Bolt EV Battery Litigation, No. 2:20-13256-TBG-CI (E.D. Mich.). Any person who purchased or leased, other than for resale, a vehicle subject to the Bolt battery recalls is a member of the putative settlement class, meaning you may participate in this settlement unless you choose to opt out. Class members will receive any final approved settlement payment through the court settlement process.

### **My vehicle/VIN is part of N212345944, but I did NOT receive a letter (don't remember receiving/misplaced letter, were not on the eligibility list at time of program launch, or are a subsequent owner).**

A class-wide settlement in principle has been reached between the parties in a class action lawsuit, In re Chevrolet Bolt EV Battery Litigation, No. 2:20-13256-TBG-CI (E.D. Mich.). Any person who purchased or leased, other than for resale, a vehicle subject to the Bolt battery recalls is a member of the putative settlement class, meaning you may participate in this settlement unless you choose to opt out. Class members will receive any final approved settlement payment through the court settlement process.

### **Why is GM compensating customers?**

In the interest of customer satisfaction and to foster recall completion, GM is providing customers who have had the Software Final Remedy installed by 12/31/2023 the option to obtain compensation via e-card, prior to any approval of the class-wide settlement in principle reached between the parties in a class action lawsuit, In re Chevrolet Bolt EV Battery Litigation, No. 2:20-13256-TBG-CI (E.D. Mich.). ALL members of the putative settlement class who have had the Software Final Remedy installed will receive a payment via check, if and when the settlement is approved. Through this compensation program, members of the settlement class can choose to receive their settlement payments **early**, prior to preliminary or final approval of the settlement.

### **When and how will customers be notified of the compensation program?**

Customer letters will be sent October 20, 2023. The letters include instructions on how to obtain compensation.

### **Are customers in Canada included?**

No. This program is limited to US customers only.

### **How long will it take for me to be compensated?**

Please allow up to 2 weeks to receive compensation after the following steps are completed: registration, recall repair, and associated warranty claim submission by your repairing dealership.

### **Who should I contact to check the status of my compensation?**

Please allow up to 2 weeks to receive compensation after the following steps are completed: registration, recall repair, and associated warranty claim submission by your repairing dealership. After that time, customers can contact the phone number listed in their confirmation email.

### **I prefer to receive a check or alternate form of payment, can I?**

You may choose not to register for this e-card program and instead wait to receive any final approved settlement payment via check through the court settlement process.

**What happens if I repair my vehicle after 12/31/2023?**

You will not be eligible for the compensation offer request if you repair your vehicle after 12/31/2023. Members of the settlement class who have had the Software Final Remedy installed will receive a payment via check, if and when the settlement is approved through the court settlement process. Additional details are provided in the Release of Specified Claims, provided at [chevy.com/boltcompensation](http://chevy.com/boltcompensation).

**What happens if I submit my compensation claim after 12/31/2023?**

You may not submit a compensation offer request after 12/31/23. Members of the settlement class who have had the Software Final Remedy installed will receive a payment via check, if and when the settlement is approved through the court settlement process. Additional details are provided in the Release of Specified Claims, provided at [chevy.com/boltcompensation](http://chevy.com/boltcompensation).

**What happens if more compensation is identified after 12/31/2023? Am I entitled to additional compensation as part of this class action?**

If the final settlement denomination is above the \$1,400, the settlement administrator will oversee distribution of any remaining unpaid compensation at that time.

**I received the customer letter, but my name or VIN are not correct. Who can I contact?**

Contact the Bolt EV Concierge team listed in the letter for assistance.

**REDEMPTION WEBSITE FAQs:**

**The website does not recognize my VIN or PIN.**

Contact 1-866-288-8468 for website assistance.

**How would I know if my request for compensation was processed on the website?**

A confirmation number is generated on the website once all the necessary steps are completed. The page can be printed for your records. In addition, a confirmation email is sent almost immediately to the email address provided during the process.

**I am receiving an error on the website. Who can I contact?**

Contact 1-866-288-8468 for website assistance.

**eReward Visa® Virtual Account FAQs:**

**About your Virtual Account and where it can be used?**

The Card is a virtual prepaid card loaded by the Corporate Sponsor, redeemable to buy goods and services anywhere Visa debit cards are accepted online. The Card is NOT a credit Card. The Card is not a checking account or connected in any way to any account other than a stored value account where your funds are held. You may register the Card by logging into [www.myprepaidcenter.com](http://www.myprepaidcenter.com).

Pathward, N.A. will act as custodian of your funds upon its receipt of your funds. Once your Card is activated, you will be able to provide Pathward, as custodian, with instructions about the funds accessible through the Card. Activation of the Card authorizes us to hold your funds at Pathward or as custodian to place your funds at one or more participating banks (each a "Program Bank"). If you do not agree to your funds being held by us at Pathward or placed by Pathward as custodian at other Program Banks, please immediately spend all the funds on your Card. Card funds are not FDIC insured.



### Can I replace my Virtual Account?

If you need to replace the Card for any reason, please visit [www.myprepaidcenter.com](http://www.myprepaidcenter.com) or contact Customer Service. See the table above for applicable fees. Please note that your Card has an expiration date associated with it. You may not use the Card after the expiration date. However, even if the expiration date has passed, the available funds on your Card do not expire. You will not be charged a fee for replacement cards that we send due to expiration of the Card.

### Other Details

Fees and Expiration
<p><b>Maintenance Fee (upon expiration): \$2.50</b> Subject to applicable law, one month after your Card expires, a monthly maintenance fee will be assessed to your Card as long as there are funds remaining on your Card. This fee will be assessed to your Card as long as there are funds remaining on your Card.</p> <p>Although your Card may have an expiration date, the funds associated with your Card do not expire. Upon expiration of your card, you must visit the Website at <a href="http://www.myprepaidcenter.com">www.myprepaidcenter.com</a> or call the Customer Service Number to access the remaining balance on your Card.</p> <p><b>Replacement Card Fee: \$6.95</b> <b>Convert to Plastic Fee: \$3</b> <b>Expedited Plastic Card Fee: \$20</b> <b>Foreign Transaction Fee: 2%</b></p>