

APPENDIX C

CLAIMS NOTICE

Jean-Michel Normandin v. Bureau en Gros (Staples Canada ULC.)
(500-06-000547-105)

SETTLEMENT

A settlement has been reached between the Plaintiff Jean-Michel Normandin and the Defendant Bureau en Gros (Staples Canada ULC.) ("**Bureau en Gros**") in a class action regarding Bureau en Gros' Extended Service Repair and Replacement Plans sold prior to June 30, 2010.

WHAT DOES THE SETTLEMENT PROVIDE FOR?

Without admission of any kind, Bureau en Gros will pay \$1,750,000 to fully and finally settle this action for the purpose of avoiding further costs and putting a final end to this litigation and to all related claims.

This amount will be distributed equally among the class members entitled to an amount, up to a maximum refund of \$40.00 (taxes included) per plan, after deduction of Class Counsel fees (\$525,000 plus taxes) and others costs and expenses, including those related to the administration of the settlement.

WHO CAN BENEFIT FROM THE SETTLEMENT?

You can benefit from the settlement if you meet all of the following criteria:

- 1) You purchased an Extended Service Plan, namely a Repair Plan for electronics, notebooks, laptops, desktop computers, printers and accessories between December 15, 2007 and June 29, 2010 inclusively;
- 2) You have not had the warranted goods repaired or replaced pursuant to the terms of said plan;
- 3) You relied for your purchase on representations made by a Bureau en Gros associate to the effect that, if you did not purchase an extended warranty and a breakage occurred after the expiry of the manufacturer's one-year warranty, you would be responsible for the cost of repair or replacement; AND
- 4) You had not purchased said plan for business purposes.

Class members who do not meet the above criteria, **including class members who purchased an Extended Service Replacement Plan**, are not entitled to any money.

COMPENSATION

You will be eligible for a refund of up to \$40.00 (taxes included) per plan. To obtain a refund, you must submit a formal claim form within the deadline indicated below.

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The amount to which you are entitled will be transferred to you by Velvet Payments (the Claims Administrator) via bank transfer or sent by cheque to the address indicated on the claim form. You will receive the amount within sixty (60) days of March 31, 2023.

If you do not cash the cheque within 6 months of the date of the cheque, you will have waived your right to this amount and will not be entitled to any further amount or compensation.

CLAIM FORM TO SUBMIT

You must duly complete and submit the claim form **by March 31, 2023**, failing which you will be deemed to have waived your right submit a claim and your right to any compensation, damages or remedy of any kind.

The claim form is available on the website <https://esp-beg.ca/>. You may also contact Velvet Payments at the contact information below to obtain a copy.

You can submit your claim form to any of the following coordinates:

Via the website: <https://esp-beg.ca/>

By email: beg@velvetpayments.com

For assistance, you may contact the Claims Administrator or class counsel:

Claims Administrator:

Velvet Payments
5900 Andover Ave. Suite 1
Montreal, Quebec
H4T 1H5
beg@velvetpayments.com
1-888-770-6892

Class Counsel:

Cabinet BG Avocat Inc.
c/o Mtre Benoît Gamache
6090, Jarry est, suite B-4
Montréal (Qc) H1P 1V9
info@cabinetbg.ca
1-866-327-0123

OR

BGA Inc.
c/o Mtre David Bourgoin
67, Sainte-Ursule
Québec (Québec) G1R 4E7
info@bga-law.com
1-866-523-4222

In the event of any discrepancy between the content of this notice and that of the settlement, the text of the settlement will prevail. The publication of this notice was approved by the Court.