Victoria

Licence Claim Data Notice Activity FAQs

Uber Class Action Settlement Administration

Contents

A. KEY POINTS BEFORE YOU START 3

B. ABOUT THE UBER CLASS ACTION SETTLEMENT 3

1. What types of claims are included in the Uber Class Action Settlement? 3
2. What is the Claim Period for Victoria? 4

C. ABOUT THE ACTIVITY 4

3. Why have I received the Activity? 4
4. Can I complete the Activity for more than one Registrant? 4
5. Is completing the Activity mandatory? 4
6. How long will I have to complete the Activity? 4
7. Why do I need to complete the Activity? 4

D. UNDERSTANDING CLAIM DATA AND CLAIM DATA NOTICES 4

8. What is a Claim Data Notice? 4
9. What information will I be asked to provide? 5
10. What does it mean if my claim is “Matched” or “Not Matched”? 5
11. Why is my claim data different from what was originally registered? 5

E. HOW TO PREPARE FOR THE ACTIVITY 5

12. How can I prepare before receiving the Activity? 5
13. What records may assist me? 6
14. Do I need to upload documents or evidence? 6
15. What is an Operator Accreditation Number and where can I find it? 6
16. Do I need to provide exact dates? 6
17. Why are you asking about how long the Registrant owned, operated or leased a licence? 7
18. What if my licence number or other licence details have changed? Should I use the new details or the old ones? 7
19. What additional licence details do I need to review? 7

F. COMPLETING THE ACTIVITY 8

20. How long will it take to complete the Activity? 8
21. What should I do if the Claim Data Notice is correct? 8
22. What should I do if there is an error in the Claim Data Notice? 8

23. Will my amendment request be automatically accepted? ... 8
24. What happens if I do not request an amendment? ... 9
25. Can you complete the Activity for me? ... 9
26. What happens if I do not complete the Activity? ... 9
27. What happens once I complete the Activity? ... 9
G. MISSING CLAIMS AND ADDITIONAL CLAIM TYPES ... 9
28. What should I do if I have missing claims or claim types? ... 9
29. What is a missing claim? ... 9
30. Can I add both licence claims and driver claims? ... 9
31. What if I am not sure whether a claim has already been registered? ... 10
32. What is an additional claim type? ... 10
33. Can I add claims for people who are not already registered in the class action? ... 10
34. How will the information I provide be checked? ... 10
35. Will adding a missing claim or claim type guarantee that it will be accepted? ... 10
H. TECHNICAL AND ACTIVITY SUPPORT ... 11
36. Having trouble logging in? ... 11
37. Can I save my progress and return to the Activity later? ... 11
38. Can I go back to a previous page? ... 11
39. How do I know when the Activity is complete? ... 11
40. Can I provide responses by email or telephone? ... 11
41. What if I do not know the answers to some of the questions? ... 12
42. What if I make a mistake? ... 12
I. WHAT HAPPENS NEXT? ... 12
43. What happens after I complete the Activity? ... 12
44. When will I know whether the Registrant is eligible for compensation? ... 13
45. When will I know how much compensation the Registrant will receive? ... 13
J. NEED HELP? ... 13
46. Who can I contact if I still need help? ... 13

A. Key Points before you start

Please read this before you start the Licence Claim Data Notice Activity (the Activity)

- Completing the Activity is mandatory.
- The Activity must be completed within 28 days of issue.
- Amendment requests, additional claim types and missing claims must be submitted through the online activity by the deadline.
- Responses cannot be provided by email or telephone.
- Once the Activity is completed, or the deadline passes, you will no longer be able to request further amendments, add further claim types or tell us about additional missing licence or driver claims.
- If the Activity is not completed by the deadline, the Registrant may be found ineligible for compensation or their claim(s) may receive a $0 assessment.

B. About the Uber Class Action Settlement

1. What types of claims are included in the Uber Class Action Settlement?

Please see below list of claims included in the Uber Class Action, and what they compensate for:

Licence Owner		Operator	Driver	Network Service Provider (NSP)
Capital Value claim	Lease Income Loss claim	Income Loss claim	Income Loss claim	Income Loss claim
You will be compensated for				
Decline in the capital value (per licence).	Losses in lease income (per licence).	Losses in operating income (per licence).	Losses in driver income (per person).	Specific income loss (eg radio network fees).

Please see below who **may** be eligible for each of these claim types:

I am a...				
Licence Owner I may have a		**Operator** I may have a ...	**Driver** I may have a ...	**NSP** **I may have a...**
Capital Value claim For the decline in the capital value of a taxi or hire car licence (per licence).	**Lease Income Loss claim** For the loss in lease income received for leasing a taxi or hire car licence to a third-party operator (per licence).	**Operator Income Loss claim** For the loss in income received for operating a taxi or hire car (per licence).	**Driver Income Loss claim** For the loss in income received for driving a taxi or hire car (per person).	**Network Service Provider Loss claim** For the loss of NSP-specific income (for instance, in radio network fees).

2. What is the Claim Period for Victoria?

The Claim Period is the period that Registrants may be eligible for compensation for.

The Victorian Claim Period is 1 April 2014 – 23 August 2017.

C. About the Activity

3. Why have I received the Activity?

You have received the Activity because you are listed as the **Admin Contact** for one or more Registrants who have registered a licence claim in the Uber Class Action.

As the Admin Contact, you are responsible for reviewing and confirming the claim information for each Registrant whose claim you manage.

4. Can I complete the Activity for more than one Registrant?

Yes. If you are the nominated **Admin Contact** for multiple Registrants, you can review and confirm claim information for each Registrant you manage.

The Activity will guide you through each claim that needs to be reviewed. You will be asked to review a separate Claim Data Notice for each registered licence.

All Claim Data Notices for one Registrant will be presented before the Activity moves to the next Registrant.

5. Is completing the Activity mandatory?

Yes. You must complete the Activity by the deadline.

We need the information you provide to determine whether the Registrant is eligible for compensation and to assess any eligible licence claim(s) under the Settlement Distribution Scheme.

If the Activity is not completed, we may not have enough information to assess the claim(s). This means the Registrant may be found ineligible for compensation, or the claim(s) may be assessed at $0.

6. How long will I have to complete the Activity?

You will have **28 days** from the date the Activity is issued to complete it.

The deadline will be shown in the Activity and in related communications.

Extensions of time are not available, so please ensure you complete the Activity before the deadline.

7. Why do I need to complete the Activity?

We need the information collected through the Activity to determine whether the Registrant's licence claim(s) are eligible for compensation under the Settlement Distribution Scheme.

The Activity gives you the opportunity to review the Registrant's claim information, confirm that it is correct, and request changes if any information is missing, incomplete or incorrect.

D. Understanding Claim Data and Claim Data Notices

8. What is a Claim Data Notice?

The Claim Data Notice contains the claim information that will be used to determine eligibility and assess the Registrant's licence claim(s) under the Settlement Distribution Scheme.

It is important that you review the information carefully and let us know if anything is missing, incomplete or incorrect.

9. What information will I be asked to provide?

The Activity involves reviewing and confirming information about the Registrant's licence claim(s).

This may include:

- confirming information relating to registered licence claims;
- providing information about the Registrant's ownership, operation and/or leasing of licences during the relevant Claim Period;
- identifying any additional claim types for existing registered licences;
- reviewing and confirming the information contained in a Claim Data Notice for each registered licence; and
- providing details of any licence claims or driver claims that have not previously been registered.

You may also be asked to provide additional information where it is needed to determine eligibility or assess a claim under the Settlement Distribution Scheme.

10. What does it mean if my claim is “Matched” or “Not Matched”?

- **Matched** means the claim is recorded in our system and has been matched to industry records from the relevant Claim Period.
- **Not Matched** means the claim is recorded in our system but has not been matched to industry records from the relevant Claim Period.

If a claim is **Not Matched**, we strongly recommend that you review the claim details and update any information that is missing, incomplete or incorrect when completing the Activity.

We use the information provided through the Activity to determine eligibility and assess claims under the Settlement Distribution Scheme. If a claim remains Not Matched, this may affect our ability to determine eligibility and may impact the compensation payable.

11. Why is my claim data different from what was originally registered?

We have reviewed claim information against records from relevant State transport authorities for the relevant Claim Period. As a result, some claim details may have been updated. If you believe any information is incorrect, you can request an amendment through the Activity.

E. How to prepare for the Activity

12. How can I prepare before receiving the Activity?

Before receiving the Activity, we recommend that you:

- review the list of claims currently recorded in the **Licence Claim Summary Report** you received and consider whether:
    - any licence claims are missing;
    - any claim types are missing for a registered licence;
    - any licence numbers or other claim details are incorrect; or
    - any claims are shown as **"Not Matched"** and may require further review.
- consider approximately how long the Registrant owned, leased and/or operated each licence during the relevant Claim Period;

- locate the Registrant's Operator Accreditation Number if you may need to add an operator claim;
- locate and review any records that may assist you in confirming or estimating this information; and
- discuss the claim information with the Registrant, where appropriate.

Having this information ready may help you complete the Activity more efficiently.

13. What records may assist me?

Records that may help you confirm or estimate licence ownership, operation or leasing during the relevant Claim Period include:

- licence ownership records;
- licence leasing records;
- operator accreditation records;
- business records;
- tax records;
- accounting records; and
- any other documents that may help you determine when a licence was owned, leased or operated.

We do not need a copy of these records at this stage. They are examples of documents that may assist you in completing the Activity accurately.

14. Do I need to upload documents or evidence?

No. You are not required to upload or provide any documentary proof or evidence when completing the Activity.

15. What is an Operator Accreditation Number and where can I find it?

If you need to add an operator claim, you will be asked to provide the Registrant's Operator Accreditation Number. We use this number to match the claim to industry records from the relevant Claim Period.

Operator Accreditation Numbers usually start with **"LOA-A"** followed by six numbers. For example, **LOA-A123456**.

You may be able to find this number on any operator accreditation certificate/s, annual renewal notices, or historic correspondence the Registrant has received from the Taxi Services Commission (previously called the “Victorian Taxi Directorate” and later “Commercial Passenger Vehicles Victoria”).

Alternately, you can contact the current regulatory body, now known as Safe Transport Victoria.

16. Do I need to provide exact dates?

No. You do not need to provide exact dates.

For questions about how long the Registrant owned, operated or leased a licence during the relevant Claim Period, you will be asked to select the option that best reflects the overall period, rather than provide specific dates.

The available options are:

- **No time at all** (that is, 0% of the Claim Period);
- **A small amount of time** (about 25% of the Claim Period);
- **About half the time** (about 50% of the Claim Period);
- **Nearly all the time** (about 75% of the Claim Period); or
- **The entire time** (100% of the Claim Period).

You should select the option that best reflects approximately how long the Registrant owned, operated and/or leased the licence during the relevant Claim Period.

17. Why are you asking about how long the Registrant owned, operated or leased a licence?

We use this information to determine whether the Registrant's claim(s) are eligible for compensation and, if eligible, to assess the claim(s) under the Settlement Distribution Scheme.

You do not need to provide exact dates. Instead, you should select the option that best reflects approximately how long the Registrant owned, operated and/or leased the licence during the relevant Claim Period.

18. What if my licence number or other licence details have changed? Should I use the new details or the old ones?

You should provide the details that applied during the relevant Claim Period (in Victoria, **1 April 2014 to 23 August 2017**).

We compare the information you provide against industry records from the Claim Period. If the information cannot be matched to those records, it may affect our ability to determine whether the claim is eligible for compensation.

For example, if a licence number has changed since the Claim Period, you should provide the licence number that applied during the Claim Period.

If a claim is shown as **"Not Matched"**, you should carefully review the claim details and consider whether the information relates to the correct period. If any information is missing, incomplete or incorrect, you can update it through the Activity.

19. What additional licence details do I need to review?

When the Claim Data Notice is displayed, you will be asked to review the claim data and confirm whether it is correct or whether you wish to request an amendment.

This includes reviewing additional licence details that are used to classify the licence under the Settlement Distribution Scheme.

The Activity will pre-fill these details based on the information available to us. Depending on the type of licence, this may include:

- the geographic area in which the licence operated;
- the licence type; and/or
- the vehicle type.

You should review the information carefully. If you believe any of the details are incorrect, you can request an amendment and select a different option from the available choices.

For Victorian licence claims, the available classifications include:

TAXI			HIRE CAR
Geographic area	***Licence type***	***Vehicle type***	***Geographic area***
Possible Options: • Metropolitan Melbourne • Metropolitan Melbourne - Peak Service • Urban • Regional • Country	***Possible Options:*** • Perpetual • Fixed term • Annual	***Possible Options:*** • Standard vehicle • Wheelchair accessible vehicle	***Possible Options:*** • Metropolitan hire • Country hire

F. Completing the Activity

20. How long will it take to complete the Activity?

The Activity will generally take between **10 and 30 minutes** to complete, depending on the number of claims you manage and whether you need to locate additional records.

21. What should I do if the Claim Data Notice is correct?

Select “Accept”.

This confirms that the information contained in the Claim Data Notice is correct and does not require amendment.

Once you accept the Claim Data Notice, the claim data will become final and binding and will be used to determine whether the Registrant's claim(s) are eligible for compensation and, if eligible, to assess the claim(s) under the Settlement Distribution Scheme.

22. What should I do if there is an error in the Claim Data Notice?

You can request an amendment through the Activity.

You will be asked to explain what information you believe is incorrect and provide any relevant details. This is particularly important if a claim is shown as **"Not Matched"**.

23. Will my amendment request be automatically accepted?

No. All amendment requests will be reviewed by the Settlement Administration Team.

We may consider the information you provide alongside industry records before determining whether an amendment should be made.

You will receive a Claim Data Determination setting out the outcome of your amendment request.

24. What happens if I do not request an amendment?

If you do not request an amendment before the deadline, the information contained in the Claim Data Notice will be treated as correct.

This information will be used to determine eligibility and, if eligible, assess the Registrant's claim(s) under the Settlement Distribution Scheme.

25. Can you complete the Activity for me?

No. The Activity must be completed and submitted by you.

The Activity includes declarations that can only be made through the Activity. For this reason, we cannot accept responses provided by email or any other method.

If you experience technical issues, please contact us at uber@mauriceblackburn.com.au as soon as possible.

26. What happens if I do not complete the Activity?

You must complete the Activity before the deadline.

If you do not complete the Activity, we may not have enough information to determine whether the claim is eligible for compensation or to assess the claim under the Settlement Distribution Scheme.

As a result, the claim may be found ineligible for compensation or may receive a **$0 assessment**.

27. What happens once I complete the Activity?

Once the Activity is completed, you will no longer be able to request further amendments, add additional claim types or tell us about additional missing licence or driver claims. Subject to the outcome of any amendment requests or other review processes, the claim data will become final and binding and will be used to determine eligibility and assess claims under the Settlement Distribution Scheme.

G. Missing Claims and Additional Claim Types

28. What should I do if I have missing claims or claim types?

The Activity is your opportunity to tell us about any missing claims or claim types.

During the Activity, you will first review the Registrant's existing registered claims. If information is missing from an existing claim, you will have an opportunity to provide that information.

For example, a licence may already be registered as a licence owner claim, but information about operating or leasing the same licence may be missing. In that situation, you can use the Activity to tell us about the additional claim type that should be included.

At the end of the Activity, you will be asked whether there are any missing licence claims or missing driver claims that have not previously been registered.

Any missing claims or additional claim types must be submitted through the Activity.

29. What is a missing claim?

A missing claim is a licence claim or driver claim that has not previously been registered in the Uber Class Action.

30. Can I add both licence claims and driver claims?

Yes. The Activity allows you to tell us about:

- licence claims that have not previously been registered; and

- driver claims that have not previously been registered.

Any information you provide will be reviewed by the Settlement Administration Team and may be matched against industry records.

Providing information about a claim does not automatically mean that the claim will be accepted.

31. What if I am not sure whether a claim has already been registered?

Before completing the Activity, you should review the claim summary provided to you.

If a licence claim appears in the summary, it has already been registered.

If a licence or driver claim does not appear in the summary and has not previously been registered, you can tell us about it as a missing claim through the Activity.

32. What is an additional claim type?

Some licences may give rise to more than one claim type.

For example, a Registrant may have:

- owned a licence;
- operated the licence; and/or
- leased the licence to another operator.

If a licence has already been registered for one claim type, the Activity will provide an opportunity to tell us about additional claim types that apply to that same licence.

An additional claim type is different from a missing claim. A missing claim relates to a licence claim or driver claim that has not previously been registered at all.

33. Can I add claims for people who are not already registered in the class action?

No. Additional claims can only be submitted for people or entities that are already registered in the Uber Class Action.

We cannot accept claims for people, companies, partnerships or trusts that were not previously registered in the class action.

34. How will the information I provide be checked?

Information provided through the Activity may be reviewed against industry records.

This may include information relating to:

- licence ownership;
- licence operation;
- licence leasing arrangements; and
- additional claim types or missing claims.

Providing information through the Activity does not automatically mean that a claim or amendment will be accepted.

35. Will adding a missing claim or claim type guarantee that it will be accepted?

No. Adding a missing claim or claim type through the Activity does not guarantee that it will be accepted.

The Settlement Administration Team will review the information provided and may compare it against industry records before determining whether the claim can be included under the Settlement Distribution Scheme.

We will notify you of the outcome once that review has been completed.

H. Technical and Activity Support

36. Having trouble logging in?

If you are having trouble logging in, or your link has expired, you can send yourself a new link:

- Click 'Login' in the top right-hand corner of this screen
- This will open a new window
- Scroll down and select 'Login using an email link'
- Enter your email address (this should be the email address we are contacting you on)
- Tick the 'I'm not a robot' checkbox
- Click the ‘Send’ button

You will receive an email with a new login link. Click on the link in the email to access the Activity. Check your junk/spam folder if the email does not arrive within a few minutes.

If you continue to have problems logging in, please contact us at uber@mauriceblackburn.com.au.

37. Can I save my progress and return to the Activity later?

Yes. You can close the Activity and return later using the original link sent to your email.

When you click the original link, you will be prompted to request a new login link. A new link will be emailed to you immediately.

Any answers you have already provided will be saved, and you can continue from where you left off.

Each time you return to the Activity, you will need to request a new login link. This is expected, and the new link will be sent to your inbox once requested.

38. Can I go back to a previous page?

No. Once you select “**Next**” or “**Submit**”, you cannot return to a previous page.

If you are unsure about an answer, we recommend that you close the Activity, review your records, and return later. Your progress will be saved.

39. How do I know when the Activity is complete?

The Activity is complete when there are no further questions to answer and only the “**Activity History**” section remains visible.

40. Can I provide responses by email or telephone?

No. All responses must be submitted through the Activity.

We cannot accept claim information, amendment requests, or information about missing claims by email or telephone.

The Activity includes declarations that can only be made through the Activity. For this reason, we cannot accept responses provided by email or any other method.

41. What if I do not know the answers to some of the questions?

If you do not know the answer to a question, we strongly recommend that you close the Activity and locate the relevant information before continuing.

You will not lose any progress and can return to the Activity later.

You should provide information that best reflects the Registrant's circumstances during the relevant Claim Period.

This is your only opportunity to provide this information through the Activity. If we do not have enough information to determine eligibility or assess a claim, this may affect the compensation payable.

42. What if I make a mistake?

If you realise that you have made a mistake while completing the Activity for a particular claim, you may be able to request an amendment for that claim before submitting your response.

However, once you have submitted your response for a claim, you will no longer be able to amend that response. The response will be treated as final and binding, subject to any amendment request submitted through the Activity before the relevant claim is finalised.

The Settlement Administration Team cannot reset the Activity or reopen a submitted response. Please review each answer carefully before selecting “Next” or “Submit”.

I. What happens next?

43. What happens after I complete the Activity?

If you requested an amendment to a Claim Data Notice

The Settlement Administration Team will review your amendment request and may compare the information you provide against industry records.

Once the review is complete, you will receive a Claim Data Determination explaining whether the amendment request has been accepted and setting out the claim data that will be used to determine eligibility and assess the claim under the Settlement Distribution Scheme.

If you added an additional claim type

The additional claim type will be included in your Claim Data Notice. The Settlement Administration Team may review the additional claim type and may compare the information you provide against industry records. We will contact you separately if we require additional information.

If you added a missing licence claim or driver claim

The Settlement Administration Team will separately review any missing licence claims or driver claims submitted through the Activity.

Providing information about a missing claim does not automatically mean that the claim will be accepted. We may compare the information provided against industry records before determining whether the claim can be included under the Settlement Distribution Scheme.

We will contact you once this review has been completed to advise you of the outcome.

If you accepted all Claim Data Notices and did not request any amendments, additional claim types or missing claims

No further action is required from you at this stage.

The claim data will be treated as final and used to determine eligibility and assess the Registrant's claim(s) under the Settlement Distribution Scheme. The next communication you are expected to receive will be either a Notice of Eligibility or a Notice of Ineligibility, depending on the outcome.

In all cases, you do not need to do anything further in the meantime. Please keep an eye on your inbox for future communications from the Settlement Administration Team.

44. When will I know whether the Registrant is eligible for compensation?

Once all Claim Data Notices have been reviewed and finalised, the Settlement Administration Team will determine whether the Registrant's claim(s) are eligible for compensation under the Settlement Distribution Scheme.

You will then receive either a **Notice of Eligibility** or a **Notice of Ineligibility**, depending on the outcome.

45. When will I know how much compensation the Registrant will receive?

After eligibility has been determined for all Registrants, the Settlement Administration Team will calculate the amount of compensation payable for any eligible claim(s).

You will then receive a **Notice of Assessment**, which will explain how the Registrant's claim(s) have been assessed under the Settlement Distribution Scheme, the assessed amount for each claim, and the estimated compensation amount payable (if any).

J. Need Help?

46. Who can I contact if I still need help?

Please review the FAQs before contacting the Settlement Administration Team. The FAQs contain detailed guidance about completing the Activity and answers to common questions.

If your question is not answered in the FAQs, please contact the Settlement Administration Team using the contact details available on our website.

To help minimise administration costs for group members, we may not respond to enquiries where the answer is already available in the FAQs.