

CLAIMS PROCESS

****Please be advised that, while you may submit claims after the Approval Date, they cannot be processed until the Effective Date, the date on which the proposed Settlement is finally approved by the Court and becomes legally effective. This page provides a summary of the process by which claims will be processed after the Approval Date and will be revised as needed. See the [Settlement website](#) for more information. Both this website and the Settlement website will be updated regularly as new information is available.**

Claims for cash payments (pre-paid card) or Vehicle Discount Certificates will be processed by the Claims Administrator, Kurtzman Carson Consultants (KCC).

Step 1

Gather the documents you need to support your claim (e.g. proof of ownership, repair orders). See FAQs #11.

Step 2

Logon to the Online Claims Portal to complete your Claim Form OR complete your paper Claim Form, which will be available on the Settlement website.

Step 2(a)

If you intend to submit a claim for repurchase/replacement, you will have to give direct notice to Ford at least ten (10) days before you submit the claim by calling (888) 260-4563 or by submitting the notice form that will be available on the Settlement website.¹

¹ **Please be patient.** Claims for cash payments will not be accepted until after the Approval Date. Neither notice of the intent to pursue Arbitration claims nor the claims themselves will be accepted until after the Effective Date.

Step 3

Upload your supporting documents on the Settlement website OR attach hard copies of your supporting documents to your paper Claim Form and mail to:

Ford Transmission Settlement
P.O. Box 404000
Louisville, KY 40233-4000

Step 4

The Claims Administrator will review your submission to determine your eligibility.

The Online Claims Portal will prompt you to submit claims for Repurchase/Replacement or Warranty Repairs with the Arbitration Administrator. Click [here](#) for a summary of the Arbitration Process.

Step 5

The Claims Administrator will contact you by mail regarding the status of your claim. If your claim is rejected because you failed to submit all the required documents, the Claims Administrator will give you one (1) opportunity to resubmit the claim within thirty (30) days.

Questions regarding the claims process should be directed to the Claims Administrator at www.FordTransmissionSettlement.com or by calling (844) 540-6011.

Questions regarding eligibility for benefits may be directed to Class Counsel at (855) 310-9583 or fordlawsuit@capstonelawyers.com.