

APP STORE & iTUNES GIFT CARDS CLASS ACTION

Notice of Settlement Approval & Claims Process

Read this Notice carefully, as it may affect your legal rights.
The Superior Court of Justice for Ontario has approved this message.

A settlement has been reached in this action.

This notice concerns the class action lawsuit commenced in Ontario against Apple Inc., Apple Value Services LLC, and Apple Canada Inc. on behalf of Canadians who did not receive full refunds or compensation in connection with a certain type of gift card scam conducted by third-party fraudsters. (the “Action”). Apple, which was not the party that perpetrated the scams, denies that it had any responsibility to provide such refunds and denies all allegations of wrongdoing, and none of the claims were proven in Court.

On September 16, 2026, the Court approved the settlement agreement.

This document has important information about how to claim under the settlement. The deadline is February 20, 2027.

A. AM I INCLUDED?

You may be a part of this settlement if:

- you are a person in Canada;
- you purchased one or more iTunes, App Store or Apple Music gift cards (an “Eligible Gift Card”) between January 1, 2016 to the September 16, 2026;
- you provided the redemption code of such Eligible Gift Card to a third party who was unknown to you, and who sought the code under false pretenses,
- you suffered a loss that was not fully refunded or otherwise compensated by Apple or another third party;
and
- you reported the fraud.

Certain persons are excluded from the settlement, including the defendants and certain related persons and entities, employees of the law firms involved in this case and their immediate family members, and the judges assigned to the case and their staff and immediate family members.

Anyone who validly opted out of the class is also excluded.

B. SUMMARY OF BENEFITS

Apple has agreed to pay CAD \$1,250,000 to settle the action.

After deducting Court-approved legal fees, administration expenses, taxes and any other amounts approved by the Court, the remaining settlement funds will be distributed to eligible class members who submit approved claims.

There is no fixed individual payment amount.

The amount of compensation will depend in part on whether the Claims Administrator can verify, using information provided by Apple, that you reported the fraud to Apple:

- Claimants whose report to Apple can be verified will receive proportional compensation based on their eligible loss; and
- Other eligible claimants will receive an equal, flat-rate payment.

You do not need to determine which category applies to you. Everyone submits the same claim form, and the Claims Administrator will determine the appropriate category when reviewing your claim.

C. WHAT DO I GET UNDER THE SETTLEMENT?

The Court has approved a protocol for the distribution and administration of the settlement.

The Distribution Protocol has details on how benefits under the settlement are distributed.

The protocol is posted online at www.giftcardsettlement.ca

Under the Distribution Protocol:

- 75% of the remaining settlement funds will be distributed proportionately among eligible claimants whose report to Apple can be verified; and
- 25% will be distributed equally among other eligible claimants.

The amount of any payment will depend on the number and value of approved claims.

Everyone completes the same claim form. The Claims Administrator will determine which category applies to you.

D. WHAT DO I NEED TO MAKE A CLAIM?

To make a claim, you will be asked to provide:

- Your name, email address and mailing address;
- Valid government identification;

- Proof that you purchased one or more eligible Apple gift cards during the class period; and
- Proof that you reported the fraud.

Examples of acceptable proof of purchase may include receipts, bank statements or credit statements showing the purchase, screenshots, or other reasonable documents showing the transaction.

All claimant must also provide proof that they reported the fraudulent transaction. The claim for will ask whether you reported the fraudulent transaction to Apple. You did **not** necessarily have to report the fraud directly to Apple to be eligible.

Examples of acceptable proof may include proof of communications with Apple, the retailer where the card was purchased, you bank or credit card company, the police or any other recognized fraud-reporting authority, including a government authority.

E. HOW DO I SUBMIT A CLAIM?

You must submit a claim between October 23, 2026 and no later than February 20, 2027.

You can submit a claim through the secure online claims portal at: www.giftcardsettlement.ca

If you do not have internet access or are otherwise unable to submit a claim electronically, you may contact the Claims Administrator at 1-888-808-3269 to request a paper claim form. Copies of the paper claim form are also available for download at the above website.

Paper claim forms must be postmarked no later than February 20, 2027, and sent to the Administrator at:

**Verita Global
Apple Gift Card Administrator
PO Box 3355
London, ON N6A 4K3**

Note: You are encouraged to submit the online claim form, because electronic submissions will be processed more quickly.

The Claims Administrator may contact you if additional information or documents are needed to verify your claim. If additional information is requested, you will be given at least 30 days to respond.

The Claims Administrator will not require a sworn affidavit or lengthy written explanation to verify your claim.

F. WHAT HAPPENS AFTER I SUBMIT MY CLAIM?

The Claims Administrator will review your claim and determine whether you are eligible for compensation.

As part of that review, the Claims Administrator will compare your information with information provided by Apple to determine how your compensation will be assessed.

If information or documents are missing, or if the Claims Administrator needs additional information to verify your claim, it may contact you and give you an opportunity to provide the required information.

Once your claim has been reviewed, the Claims Administrator will notify you whether your claim has been approved or rejected.

If all or part of your claim is rejected, the notice will explain why.

If you are eligible for compensation, and you elect to receive payment by cheque, \$2 will be deducted from that payment to reflect the cost of issuing a cheque.

Claimants who are claiming on behalf of the estate of a deceased person must include a death certificate for the deceased claimant and legal documentation establishing that the individual who filed the claim is able to act on behalf of the estate.

If you disagree with the Claims Administrator's decision, you may request an appeal within 30 days of the date of the decision notice. Details regarding the appeal process are set out in the Distribution Protocol.

G. HOW DO I RECEIVE MORE INFORMATION?

Please visit the website for this case here: www.giftcardsettlement.ca

You may also contact the Claims Administrator, at no charge, if you have questions about how to complete a claim:

Verita Global
Apple Gift Card Administrator
PO Box 3355
London, ON N6A 4K3

Phone: 1-888-808-3269
Email: info@giftcardsettlement.ca

Assistance is available in English and French.

You do not need to hire a lawyer, claims service or other third party to make a claim. If you choose to use one, you will be responsible for any fees they charge.

H. WHO REPRESENTS THE SETTLEMENT CLASS MEMBERS?

The law firm, Sotos LLP, represents the affected consumers and can be reached at:

Sotos LLP
55 University Ave., Suite 600
Toronto, ON M5J 2H7

Toronto: [416.977.0007](tel:416.977.0007)
Toll-free: [1.888.977.9806](tel:1.888.977.9806)
Email: classactions@sotos.ca

I. MORE INFORMATION

If there is a conflict between this Notice and the Settlement Agreement, Distribution Protocol or any Court order, the terms of the Settlement Agreement, Distribution Protocol and Court orders will prevail.

Please do **not** contact the Court if you have questions about the settlement or the claims process. The Court will not be able to answer your questions.

If you have any questions, please contact the Claims Administrator or visit the Settlement Website.

THIS NOTICE HAS BEEN APPROVED BY THE SUPERIOR COURT OF JUSTICE FOR ONTARIO.
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