

# Instructions for Former Customer Proof of Claim

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These instructions and definitions generally explain the law. You should consider obtaining the advice of an attorney, especially if you are unfamiliar with the bankruptcy process and privacy regulations.

A person who files a fraudulent claim could be fined up to \$500,000, imprisoned for up to 5 years, or both.  
18 U.S.C. §§ 152, 157 and 3571.

## How to fill out this proof of claim form

- **Fill in all of the information about your claim.**
- **Attach any supporting documents to this form. If you are mailing your claim form, do not attach original documents because attachments may be destroyed after scanning.**

Instead, attach copies of any documents that support the amount you are claiming.

Examples of such documents are copies or screen shots of bills from Griddy, statements from banks or credit cards showing payments made by the Former Customer to Griddy, or other documents that help prove any amount you are claiming.

- **If you have too many documents to attach to your proof of claim or do not have the supporting documents, attach a statement describing your documents or an explanation why you do not have any documents to attach.**
- **Information that is entitled to privacy:** To protect your privacy, any attached documents must show only the last 4 digits of any social security number, individual's tax identification number, or financial account number, and only the year of any person's date of birth. You may later be required to give more information if the trustee or someone else in interest objects to the claim.

## Confirmation that the claim has been filed

- **Electronic Submission:** If you file your Proof of Claim electronically (at <https://cases.stretto.com/Griddy>), you will receive a confirmation email from DocuSign ([dse\\_na2@docusign.net](mailto:dse_na2@docusign.net)) and the email subject will be "Completed: Griddy Customer Claim Form."
- **Submission by Mail, Courier, or Hand Delivery:** If you file your Proof of Claim by mail and want to receive confirmation that Stretto received it, you must include with your proof of claim (i) a copy of the Proof of Claim form (in addition to the original Proof of Claim form) and (ii) a self-addressed, stamped envelope.

## Offers to Purchase Claims

You may be contacted by certain entities which offer to purchase claims for an amount that is less than the face value of the claims. These entities do not represent the bankruptcy court, the bankruptcy trustee, or Griddy. Some written communications from these entities may easily be confused with official court documentation or communications from Griddy. A creditor has no obligation to sell its claim. However, if a creditor decides to sell its claim, any transfer of that claim is subject to Bankruptcy Rule 3001(e), any provisions of the Bankruptcy Code (11 U.S.C. § 101 et seq.) that apply, and any orders of the bankruptcy court that apply.

**QUESTIONS REGARDING PROOF OF CLAIM PROCEDURE.** If you need additional information regarding filing your proof of claim (including questions about how to submit your online claim form, obtain a claim form or your password), please contact the Administrator's hotline at: (855) 478-2725 (toll free U.S.) or (949) 471-0997 (International).

## **Assistance Verifying Information and Locating Supporting Documents**

In an effort to assist Former Customers in locating electricity usage for the period of February 13, 2021 through February 19, 2021, Griddy provides the following instructions:

- You may log in to your Griddy account ([www.griddy.com](http://www.griddy.com)). Click the tab on the left side that says "February 13-February 19." The February 13-February 19 tab sets forth the following information (solely as it pertains to you):
  - a. What Griddy believes is the total amount of your bills for electricity usage during the period from February 13, 2021 through February 19, 2021, and
  - b. What Griddy believes you paid to Griddy for electricity usage during the period from February 13, 2021 through February 19, 2021.
- If you have any questions about the amounts on the February 13-February 19 tab of the Griddy website, please email [support@griddy.com](mailto:support@griddy.com) or call (800) 993-6207.
- Further, you may still access your Griddy account to locate historical electrical usage/billing information.