TEMPOE, LLC REDRESS MATTER FAQs

1. What is this redress matter about?

On September 11, 2023, the Consumer Financial Protection Bureau found that Tempoe, LLC, a nonbank consumer finance company, engaged in unfair practices violating the Consumer Financial Protection Act of 2010 and Regulation M by failing to provide required disclosures for leases extending beyond the initial term by six months or more. Eligible consumers who had a lease with Tempoe during a period beginning on January 1, 2015, and up to September 11, 2023, and did not receive required disclosures for leases extending beyond the initial term by six months or more, will receive a refund.

2. Is this a scam?

This distribution was approved by the Consumer Financial Protection Bureau, or CFPB, and is not a scam. You do not need to do anything to receive and cash a valid check from this distribution. You can find more information on the Consumer Financial Protection Bureau's matter-specific website located at www.cfpb.gov/payments/tempoe.

Neither the CFPB nor JND will ever require you to pay any fees before or after cashing a check issued by the CFPB. If someone asks you to pay them money related to a refund check in this case, it could be a scam.

3. Who is included in this redress matter?

This redress matter includes consumers who had a lease with Tempoe and did not receive required disclosures for leases extending beyond the initial term by six months or more.

4. How do I know I am part of this redress matter?

If you received a letter and a payment addressed to you for the Tempoe, LLC Redress Matter, it is because you were identified by the CFPB as an eligible Tempoe, LLC consumer who was harmed by Tempoe's deceptive practices and are thus a part of the redress matter. Tempoe, LLC is a company that offered leases at the point of sale to consumers at major retailers such as Sears and Kmart. You may be familiar with either the company name, Tempoe, LLC or Why Not Lease It.

5. What product did I lease that is associated with this payment?/What company did I have a lease with?

We do not have any information on the leases that harmed consumers had in relation to this Redress Matter, and we are not able to provide any details regarding the product that was leased or which company the product was leased from. We suggest you review your personal records for further information on your qualifying lease.

6. I did not receive a check, but I believe I am eligible. Can I submit a claim?

No, we are sorry, but there are no opportunities for claims in this matter.

7. What does this redress matter provide?

The Consumer Financial Protection Bureau has allocated $192,259,616.00 (over $192 million) as a redress for eligible consumers who were harmed in this matter, and Tempoe is permanently banned from offering or providing consumer leases. Further, all consumers who have existing lease agreements with Tempoe are released from those leases and will be allowed to keep the products without further financial obligation.

8. How are redress payments calculated?

The Consumer Financial Protection Bureau determined the amount of harm that each victim in this matter suffered. From the Civil Penalty Fund monies, totaling $192,259,616.00 (over $192 million), harm payments for eligible consumers were based upon the payments for leases extending beyond the initial six-month agreement terms.

9. How will my payment be taxed?

We are not able to provide specific tax advice. Please reach out to your own tax advisor for any tax related questions.

10. Can I have my check reissued?

Please be advised that all reissue requests related to this redress matter can submitted through the "Request a Reissue or Update Contact Information" form. If you are requesting a reissue to the same name and address, please select the option to have your check reissued without any updates once you access the form. Once you submit your request, you will receive a confirmation number. Please keep the confirmation number for your records.

If you need to request a reissue with an updated address, updated name, or to a beneficiary or representative of the harmed consumer, then please review the FAQs for those options below.

If you are not able to submit your request via the "Request a Reissue or Update Contact Information" form, then we will accept your request via mail. Please note that mailed in requests will take longer due to the time it takes for the mailing and processing of your request. To mail your request, the mailing address is:

Tempoe, LLC Redress Matter
c/o JND Legal Administration
P.O. Box 91054
Seattle, WA 98111

Please note that information you submit is treated in accordance with the Privacy Act. You can view the Privacy Act in FAQ 15.

11. How do I find my Unique ID?

Your Unique ID can be located at the top of your check and/or at the top of your letter that was mailed alongside your check. If you do not have the Unique ID number available, you may call us at 1-877-753-0307 to obtain it.

12. How can I get my name updated?

To update your name or correct the spelling of your name please click on the "Request a Reissue or Update Contact Information" button and fill out the form to submit your name change request.

Once you access the form, you will need to select either the option to have only your name updated or your name and address updated. You will be required to provide a copy of a government issued ID that displays your current name and appropriate legal documentation indicating the name change. Examples of legal documentation include: a marriage license, divorce decree, or court order.

If you only need to correct a misspelling of your name on the check, then you will need to provide the correct spelling of your name and attach a copy of your government issued ID. Examples of government issued IDs include a driver's license, real ID, or passport. If you are only correcting the spelling of your name, then you will not be required to provide supporting legal documentation.

Once you submit your request, you will receive a confirmation number. Please keep the confirmation number for your records.

If you are not able submit your request through the "Request a Reissue or Update Contact Information" form, then we will accept your request via mail. Please note that mailed in requests will take longer to process to allow for mailing and processing time. To mail your request, the mailing address is:

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13. How can I get my address updated?

To update your address please click on the "Request a Reissue or Update Contact Information" button and fill out the form to submit your address update.

Once you access the form, you can either select the option to reissue your check and update the address, or you can select the option to update your address only without reissuing the check. Please select the appropriate option for your request.

Please have your old mailing address on record available in order to validate and update your mailing address. Once you submit your request, you will receive a confirmation number. Please keep the confirmation number for your records.

If you are not able to submit your request via the "Request a Reissue or Update Contact Information" form, then we will accept your request via mail. Please note that mailed in requests will take longer due to the time required for the mailing and processing of your request. To mail your request, the mailing address is:

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14. A check is made out to a deceased or incapacitated family member. What do I do?

Please click on the "Request a Reissue or Update Contact Information" button and fill out the form to submit your reissue request. The deceased or incapacitated harmed consumer's Unique ID is required to access the form and submit your request.

To request that a check be reissued that was sent to a deceased or incapacitated harmed consumer you must provide proper documentation. Upon review of your request, a check can be reissued to the legal beneficiaries, a legal representative, or to the estate itself.

Once you access the form, please select the option that applies to your specific request. In order to complete the form, you will need to provide the death certificate of the deceased harmed consumer and legal documentation identifying the beneficiary or representative of the deceased harmed consumer's estate. In order to reissue the check to the representative of an incapacitated harmed consumer, you will only need to provide legal documentation identifying the representative of the harmed consumer.

Examples of legal documentation identifying the beneficiary or representative of the deceased harmed consumer's estate would include a will, small estate affidavit, letters testamentary, or letters of administration.

Once you submit your request, you will receive a confirmation number. Please keep the confirmation number for your records.

If you are cannot submit your request via the "Request a Reissue or Update Contact Information" form, then we will accept your request via mail. **Please do not send originals, as we cannot return any documents to you.** Please only send copies.

Please note that mailed in requests will take longer to process to allow for mailing and processing time. To mail your request, the mailing address is:

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15. What is the Privacy Act Statement?

The information requested is being collected to determine your eligibility for a refund from the Consumer Financial Protection Bureau (CFPB) to compensate you for harm suffered from a violation of Federal consumer financial laws.

- Identifying information collected may be used by and disclosed to employees, contractors, agents,s and others authorized by the CFPB to receive this information to assist in related activities. It may also be disclosed:
- to a court, magistrate, or administrative tribunal in the course of a proceeding;
- for enforcement, statutory, and regulatory purposes;
- to another federal or state agency or regulatory authority;
- to a member of Congress; to the Department of Justice, a court, an adjudicative body or administrative tribunal, or a party in litigation; and
- pursuant to the CFPB's published Privacy Act system of records notice, CFPB.025 – Civil Penalty Fund and Bureau-Administered Redress Program Records.

The collection of this information is authorized by the Frank Dodd Act. To learn more about the CFPB's privacy practices, please visit the CFPB's website at www.consumerfinance.gov/privacy.

You are not required to submit or provide any identifying information; however, we may not be able to process your request unless you allow us to collect this information from you.

16. Once I have submitted my reissue request, when can I expect to receive it?

Check reissues for valid reissue requests are sent in mail runs that occur approximately once every two months. Please note that requests are processed in the order that they are received and there is no guarantee that your check will be reissued in the run immediately following your request. Please allow 1-3 weeks from the date of the check reissue mailing for the USPS to deliver the reissued checks. If you would like to get an update on the status of your request or reissue, please call the toll-free number 1-877-753-0307.

For all reissues, checks will be valid for 90 days from the date of issue to allow harmed consumers time to cash their payments. Once you have submitted your reissue request, please do not attempt to negotiate any previous checks received. Doing so may cause a delay in the process and may result in charges from your bank. Thank you for your patience.

17. Who is the Consumer Financial Protection Bureau?

The Consumer Financial Protection Bureau is a federal government agency that enforces laws that protect consumers. In addition to enforcing the law, the Consumer Financial Protection Bureau also helps consumers take more control over financial decisions. They receive and monitor consumer complaints and offer help with financial services and products such as credit cards, mortgages, debt collection, and payday loans. Find out more at www.consumerfinance.gov.

18. Who is JND?

JND is a third-party administrator appointed by the Consumer Financial Protection Bureau to administer this redress matter.