

LPHI Trustee FAQ

Claims and Insurance Investor Questionnaire

July 21, 2015

Proof of Claim Questions

1. What is a Proof of Claim?

A Proof of Claim is the form that must be completed to assert a claim in a bankruptcy case. On July 7, 2015, a Proof of Claim form was mailed to all parties that might have a claim in the Life Partners bankruptcies.

2. What is a “Claim”?

“Claim” is a defined term in the Bankruptcy Code. Because it is a legal term, neither the Trustee nor his team at LPI can advise you as to how it directly applies to your situation. If you have any questions you should consult an attorney.

However, in general, “claim” is defined as a right to a payment. A “claim” includes rights that are liquidated or unliquidated, contingent or fixed, matured or unmatured, disputed or undisputed, secured or unsecured. A “claim” may also be a right to an equitable remedy for breach of performance if such breach gives rise to a right to payment.

3. Where do I get a Proof of Claim form?

If you did not receive a Claim form, a copy is available on the Epiq website (Epiq is the company the Trustee hired to manage this process) at <http://dm.epiq11.com/lifepartners>. If you cannot access one online, please call Epiq at 866-841-7869 or LPI Customer Service at 800-368-5569, to request that a copy be mailed to you.

If you are using a form other than the one mailed to you by Epiq, be sure to call Epiq to obtain your Unique Identification Number for use in completing your form. This number is explained in greater detail in question number 15 below.

4. What is the bar date, or deadline, for filing Proofs of Claim?

The Bar Date is the last date on which a Proof of Claim form can be filed. The Court set September 1, 2015, as the Bar Date for filing claims, unless you are a governmental entity. Please be sure your Claim form is received by Epiq on or before the 1st of September.

5. I received a Notice and Proof of Claim form. Does this mean that I have a Claim?

The Debtor is required by law to provide the Notice and Claim form to anyone who might be able to assert a claim because of their relationship to the Debtor. As a result, receipt of the Notice and Claim form gives you the right to make a claim if you believe that you have one. It is up to you and your legal advisor to determine if you should assert a claim. Neither the Trustee nor his team can provide advice as to whether or not you have a claim.

6. What if I have a claim and do not file a Proof of Claim by the Bar Date?

If you do not file a Proof of Claim form prior to the Bar Date (September 1, 2015) as required, then you cannot make a claim.

7. Can I e-mail or fax the Proof of Claim Form?

No. Proof of Claim forms must be mailed or delivered in hard copy. E-mails and faxes are not accepted.

8. Where, and how, should I send the Proof of Claim form after it has been completed?

Proof of Claim forms should be sent to Epiq's Processing Center (NOT LPI).

If sent by mail, completed forms should be sent to:

**Life Partners Claims Processing Center
c/o Epiq Bankruptcy Solutions, LLC
P.O. Box 4421
Beaverton, OR 97076-4421**

If by hand-delivery or overnight mail:

**Life Partners Claims Processing Center
c/o Epiq Bankruptcy Solutions, LLC
10300 SW Allen Blvd
Beaverton, OR 97005**

9. How do I know if my form was received by Epiq?

- a. Epiq will send an acknowledgement post card confirming receipt, or
- b. You can go to the Epiq website at <http://dm.epiq11.com/LFP/Claim>, to see your claim (click on the "Claims" tab), or
- c. You can also send your completed Claim form by certified return receipt mail through the USPS or via FedEx or UPS and request a delivery receipt.

10. How do I know under which classification my claim falls?

Classification of claim is a legal issue and neither LPI, the Trustee, nor his team can provide you with legal advice. Please review the instructions in the Proof of Claim form and consult with legal counsel if you need assistance.

11. Should I attach copies of supporting documents to the Proof of Claim form?

Yes. Supporting documents such as purchase orders, invoices, itemized account statements, contracts, court judgments, or promissory notes should be attached. *Please attach copies and keep your original documents.* If you do not have your documents, you do not need to request them from LPI to file your claim; please just send what you have.

12. I need help completing the Proof of Claim form. Can you help?

Neither LPI, the Trustee nor his team, are authorized to provide you with legal advice or assistance with regard to the Proof of Claim form. If you require further assistance in filling out the Proof of Claim form, you should consult with an attorney.

13. What is the process after my Proof of Claim is filed?

All Proof of Claim forms will be reviewed. This process normally takes several months, but can also last longer.

Ultimately, distributions from the bankruptcy estate can only be made to parties holding an allowed claim (pursuant to a court approved plan of reorganization).

14. I already filed a Proof of Claim form but now I need to amend it. How do I do that?

To amend or make changes to an already-filed Proof of Claim form, you need to complete and submit a new Proof of Claim form. You can print another copy of the form from the Epiq website at <http://dm.epiq11.com/lifepartners> under the Section entitled "Claim Form." Be sure to check the box that reads "Check this box if this claim amends a previously filed claim." Please include the date the previous claim was filed and the claim number, if known.

15. What is the Unique Identification Number? How do I locate my Unique Identification Number?

Every investor with Life Partners has been assigned a Unique Identification Number by Epiq, the bankruptcy noticing agent, which corresponds to the Purchaser ID that was assigned by Life Partners. **This Unique Identification Number is printed on the Proof of Claim form received in the mail.** It is on the first page, in the top right hand corner, in the box titled PROOF OF CLAIM (and under the words "Court Use Only")

PLEASE NOTE THAT SOME INVESTORS HAVE MULTIPLE PURCHASER IDs AND THEREFORE MULTIPLE UNIQUE IDENTIFICATION NUMBERS. A Proof of Claim form and Investor Questionnaire should be completed for each Unique Identification Number (and Purchaser ID).

16. If I claim multiple interests in different insurance policies, how many Proofs of Claim do I file?

Because all of the policies held within your multiple accounts are tied to your Purchaser ID and Unique Identification Number, you may submit one Proof of Claim form (which should include information on all of the policies tied to that number) for each Unique Identification number.

If an investor has multiple account types (individual, retirement, joint) all of the policies in each of those accounts is tied to the Purchaser ID, which then ties to the Unique Identification Number. Therefore, when you are entering policy information, you should enter all the policies in the accounts that are tied to your Unique Identification Number, since they are all tied to your unique Purchaser ID.

For example, I have a Traditional IRA account with Life Partners, a Roth IRA account and also a taxable (cash) joint account with my spouse. My spouse also has a Traditional and Roth IRA account with Life Partners. Do I complete a Proof of Claim for each account, or do I have to submit one Proof of Claim for each Unique Identification Number?

In the above scenario, the wife is assigned one Unique Identification Number for her two IRA accounts which is tied to her name; the husband is assigned one Unique Identification Number for his two IRA accounts which is also tied to his name, and the joint account is also assigned a Unique Identification Number which is tied to the name of the joint account.

Therefore, this married couple has three Unique Identification Numbers altogether which collectively represent their five different account types.

When submitting a Proof of Claim OR when completing the Investor Questionnaire, both submissions should be made according to the Unique Identification Number and include the policies that are contained within the accounts that are tied to the Unique Identification Number.

Let's say the wife's two IRA accounts hold 6 policy interests. Those six policy interests should be submitted with the Unique Identification Number tied to her name, since IRAs are owned in the name of an individual.

Let's say the husband's two IRA accounts hold seven policy interests. Those seven policy interests should be submitted with the Unique Identification Number tied to his name, since IRAs are owned in the name of an individual.

Last, let's say the couple jointly owns eight policy interests. Same as above, these eight policy interests should be submitted with the Unique Identification Number that was assigned to this joint account.

If you are unclear about which policies are in which accounts, please contact Life Partners' Customer Service department at 800-368-5569.

Insurance Investor Questionnaire Questions @ www.lifepartners-claims.com

17. What is the Insurance Investor Questionnaire?

The Trustee is asking (but not requiring) that creditors (in particular "investors" in viatical or life settlements) filing a Proof of Claim also complete the Insurance Investor Questionnaire ("Investor Questionnaire"). The Investor Questionnaire can be found at www.lifepartners-claims.com.

If you do not have internet access, please contact Epiq at 866-841-7869, to request a copy of the Investor Questionnaire be mailed to you.

18. Is this Investor Questionnaire mandatory?

The Trustee is strongly encouraging (but not requiring) that creditors (in particular "investors") complete the Investor Questionnaire, in addition to filing a Proof of Claim on the Official Form 10 that was mailed to you by the bankruptcy noticing agent, Epiq.

19. What is the difference between the Policy Number and the Policy ID?

The Policy Number is the number assigned to the policy by the insurance company. The Policy ID is the number assigned to the policy by Life Partners.

20. Do I have to answer all the questions in the questionnaire, or, can I submit answers only to those questions where I know I am providing correct information?

The Investor Questionnaire website is designed to enable you to enter the information that you know to be true or correct to the best of your knowledge. However, since you may not know all of the information the site requests, none of the fields are mandatory. In other words, you may leave some of the fields blank, if you don't know the answer to the question(s), and you will still be able to submit the form.

21. I have a pending re-registration (a change to the name on the account) that has not yet been completed by Life Partners. Which name should I use to complete the claim form? For example, should I use the name under which the account is still titled (such as my deceased spouse, parent, trust, etc.)?

If you are the person filing the claim, please use your name to complete the form, even though this may not be the same name as the one on the account(s).

22. Is there a limit on the number of files I can upload onto the site?

There is no limit to the number of files you can upload onto the site.

23. Is there a limit to the number of policies I can list on the site?

There is a limit of 30 policies that can be uploaded to the site. If your account(s) happens to include more than 30 policies, there are phone numbers provided on the website to call and you will be given assistance with our particular situation.

24. I realized I need to add / correct the information I input into the Investor Questionnaire site. Can I do this?

After you submit your information to the site, but before you hit the “submit” key, you will have the opportunity to review the information and make changes if you notice any typos, mistakes, etc. However, after you hit the “submit” key, you will not be able to make changes to your submission.

If you submitted information that you now believe to be incorrect, you may type a memo describing your concerns and upload it as a document.

25. How do I create an account?

You will need the 9 digit Unique Identification Number and your Name as it appears on the proof of claim form mailed to you. You will also need to create a password of 8 characters in length with at least one capital letter, one number, and one non-alphanumeric character.

26. If I don't have an email address, how do I create an account?

You will need to create a valid email account to access the Questionnaire. An email address is needed to create an account to access and complete the Questionnaire

27. I've forgotten my password, how can I log back in?

Please call Epiq at 866-841-7869 (non US call 503-597-5539) to reset your password.

28. How do I add a policy?

Enter the data for your policy under Step 1. Your answers to the questions may trigger additional questions relevant to your claim. If you don't have or know the answer, you may leave it blank. Click the “Add Policy/ Save” button when completed.

29. What if I have multiple investments in the same policy?

Just enter a separate policy record for each investment. It won't matter if you enter the same policy number multiple times.

30. How do I attach documents?

Click the browse button and it will open a file explorer. Select one or more documents to upload, then click OK. You will see your files listed with an upload button to the left of each file. You can click each upload button individually or click the upload all button beneath them.

31. Why can't I see all of the policies/documents I've entered in the list on the left?

If you click the refresh button on your browser or hit the F5 key, they should display properly.

32. May I log back in and add documents after I submit my Questionnaire?

You may log back in and upload additional documents. However, you may not change answers that were submitted.

33. I have clicked the link to print and I see a list, but it isn't printing, what do I do?

You may press "CTRL + P" or right click on the page and select print from the drop-down menu.

GENERAL CONTACT INFORMATION

Trustee	www.lphitrustee.com		info@lphitrustee.com or questions@lphitrustee.com
Epiq (Bankruptcy Information)	http://dm.epiq11.com/LFP/Project#	866-841-7869	
LPI Customer Service (Regarding Your Account)	www.lpi-policies.com	800-368-5569	custsrv@lifepartnersinc.com

PROOF OF CLAIM FORMS INFORMATION

Epiq (Claims Information)	http://dm.epiq11.com/LFP/Claim	For Technical Difficulties Call: 866-841-7869 or 503-597-5539 (for International Callers)
Investor Questionnaire Website	www.lifepartners-claims.com	
LPI Customer Service	800-368-5569	CustSrv@LifePartnersInc.com
Official Committee - Jay H. Ong	512-391-6124	LPHI-Committee@munsch.com