

## **Frequently Asked Questions**

### **How was my payment calculated?**

The payment to each eligible member of the Settlement Class, less refunds already paid by the FirstEnergy Settling Parties, is a proportion of the amount of each member's total fees and charges paid pursuant to HB 6 during the Class Period in relation to such total amount paid by all Settlement Class members.

### **Is the email I received regarding a digital payment legitimate?**

Yes. If you receive an email from [rewards@reward.tremendous.com](mailto:rewards@reward.tremendous.com) it is not SPAM. Tremendous is the digital payment provider for this settlement and this is how your digital payment is being delivered to you.

### **I can't find my payment email.**

Payments are rolling out in batches until the end of August 2023. Should you not receive a payment link by then, please contact us. The email address your link will be coming from is: [rewards@reward.tremendous.com](mailto:rewards@reward.tremendous.com).

If you do not receive a digital payment by email, or payment in the mail by the end of August please email the Settlement Administrator at [info@OhioElectricityLitigation.com](mailto:info@OhioElectricityLitigation.com) or contact the toll-free telephone at 1-877-888-9895.

### **I received a digital payment but would like to receive a check or physical Mastercard instead.**

You can request a physical Mastercard or paper check by sending a request email to [claimants@tremendous.com](mailto:claimants@tremendous.com). You will then receive a response email within a few days that will offer you these options. That email will come from [payments@ohioelectricitylitigation.digitalpayoutsmail.us](mailto:payments@ohioelectricitylitigation.digitalpayoutsmail.us).

### **I am having trouble entering information on the Digital Pay site OR my link is not working.**

- Try turning off pop up blocker in the browser settings and try again.
- Do not use any autofill options.
- Try again using incognito mode – this will disable any browser extensions that could be blocking the pop ups.
- Try opening the mail from a different device (laptop, tablet, or smart phone)
- Try using a different browser, such as Chrome, Firefox, etc. (Safari seems to cause issues).

### **Can I have a direct deposit into my checking/savings account?**

No. This is not a payment option available for this settlement.

### **Where can I use my digital Mastercard?**

Fund transfers from the digital Mastercard to obtain cash are not an option. Transfers to apps such as CashApp, Venmo, PayPal, etc. are prohibited. Transferring your digital gift card to your Apple or Google wallet does not imply it is cash funds. You are simply using a digital form of the gift card.

Digital Mastercards are accepted at most online, US based retailers. If the retailer accepts Visa or Mastercard as a form of payment, you should be able to use your digital card at that retailer as long as the total amount available on your card is equal to or greater than the price of the purchase you'd like to make. Most retailers do not allow split transactions for online purchases. Amazon is the most popular retailer where recipients make purchases using digital cards. Other major retailers that accept digital cards include Walmart and Target, and some other major retailers.

### **How do I add the virtual Mastercard funds to my Amazon balance?**

1. Go to <https://www.amazon.com/> and login to your account.
2. Search "Amazon Balance Reload"
3. Click on "Amazon Reload"
4. On the right-hand side, you'll see "Amount" and a box labeled "Other" where you can input a custom amount. This is where you can input your Virtual Mastercard amount. (Example: \$36.00,\$106.04, \$1.26). Please note that you must use the Virtual Mastercard's exact amount. Do not go over the amount.
5. Once your custom amount is entered, click on "Buy now". This will take you to the check-out page.

6. On the “Payment Method” section, click on “Change”
7. Add your Virtual Mastercard information and select this as your desired payment method.
8. Once your Virtual Mastercard is selected as the payment method, you can review your order and click on “Place your Order” to complete.

### **How do I use my virtual Mastercard for a split payment?**

#### **Helpful tips:**

- split payment capabilities vary from retailer to retailer, as well as from store to store. If the process above does not work, it is a function of the Point of Service System and does not indicate a problem with your virtual Mastercard.
- We recommend you confirm whether your retailer allows virtual split payments before you go through the checkout line. Some of the bigger retailers who typically offer split payment options as part of their point-of-sale system are only able to do this if you are using a credit card and their store gift card, or if you are paying in-person. This is vastly due to the fact they outsource their payment verification to a third party “shopping cart” where only one form of payment can be used. It is not a
- However, if you have a physical Mastercard, you can make a split payment purchase in-person at a number of these bigger retailers like Target, Walmart, Costco, Safeway/Albertsons, Crate & Barrel, and Roche Bros. but again, we recommend.
- If you have not yet redeemed your payment option and with you receive a physical form of payment, follow the instructions on page one of this FAQ document. If you have redeemed your payment choice already, and need to change your option to a physical card instead, please contact [help@tremendous.com](mailto:help@tremendous.com) so they can assist with changing the digital card to a physical one.

#### **To make a split payment:**

1. Add your Virtual Mastercard to your electronic wallet. (Apple wallet, Google wallet, Samsung wallet, etc.)
2. Go to a merchant that allows split payments. Most – but not all -- large retailers will accept split payments.
3. Use your prepaid Virtual Mastercard first to drain the funds on the card.
4. The POS machine or checkout person will then typically prompt you to use another form of payment for the remainder.