

## **RADIOSHACK GIFT CARD CLAIM PROCESS (12- 2-2015)**

### **FREQUENTLY ASKED QUESTIONS**

#### **Who is reviewing my claim?**

The Court approved a plan and settlement which established the RSH Liquidating Trust (the Trust) and authorized it to review and approve all claims in accordance with the orders entered by the court in this matter including the Gift Card Settlement Order.

#### **I have already filed a claim with the bankruptcy court but did not use this form and I did not include a copy of my gift card and did not provide the serial number shown on my card. What should I do?**

If your original proof of claim included the serial number AND a copy of your gift card, you do not need to do anything further.

However, if your previously filed claim did NOT include that information, you should file a new claim using the form provided at [oldradioshackgiftcards.com](http://oldradioshackgiftcards.com) and make sure that you include the card's serial number and a copy of your gift card. Although this is a duplicate claim, your submission will assure that the Trust has all of the documentation needed to review your claim.

#### **I have filled out my claim form but am not sure what I need to do to file it?**

You can file your claim in one of two ways:

By mailing it to:

RS Legacy Corporation fka RadioShack Corporation  
Claims Processing Center  
c/o Prime Clerk LLC  
PO Box 225392  
New York, NY 10150

---

By going to the website: [oldradioshackgiftcards.com](http://oldradioshackgiftcards.com) and following instructions there to file your claim electronically.

### **How do I obtain a claim form?**

You may call (844) 794-3477 to ask that a form be mailed to you OR you can go to [oldradioshackgiftcards.com](http://oldradioshackgiftcards.com) or click [here](#) to obtain one.

You can write to [rsgiftcardinfo@primeclerk.com](mailto:rsgiftcardinfo@primeclerk.com) and request that a claim form be mailed to you.

### **What is the deadline for me to file my claim?**

12/2/2016

### **Can I file a claim even though I don't know the balance on my gift card?**

Yes, the claim form allows you to choose an option stating that you do not know the balance on your card but are requesting the full amount that is due you under the Settlement.

### **How will the Trust determine how much money I will receive?**

The Trust will first review RadioShack's records to determine what **type** of card and claim you have and the **balance** on that card.

If your gift card was purchased (by you or whoever gave you the card) from a RadioShack store OR from RadioShack's website OR from one of its authorized sellers (Safeway, Incomm or Point Mobl), your claim will be treated as a PRIORITY CLAIM and you will be paid one hundred percent of the balance shown on your card.

If your gift card was not purchased and rather was obtained in any other way (for example, in exchange for a merchandise return, to resolve a customer service dispute or as a service contract/warranty refund), your claim will NOT be treated as a priority claim which means that at most you will receive only a small percentage of the balance shown on your card and you may not receive any payment. Under the terms of the Court's order, the Trust will not distribute payment to nonpriority card claims if they would result in a payment of less than \$10.

### **The card I have was given to me as a gift. Can I still file a claim?**

**Yes.** If you are a consumer who has a RadioShack gift card, you may file a claim. When you file your claim you will need to provide reasonable evidence that you have the card such as a copy of the card or the original gift card.

### **How do I know that the Trust has received my proof of claim?**

If you submit your claim electronically at the website [oldradioshackgiftcards.com](http://oldradioshackgiftcards.com), you will receive an automatic acknowledgement that your claim was received.

If you mail your proof of claim and include your email address on that claim, you will receive an email acknowledging receipt.

If you mail your proof of claim and do NOT include an email address, you will need to contact the Trust to confirm receipt of your claim.

### **I filed my claim form and provided my current mailing address but now expect to move from this address. How can I be sure I don't miss out on mail from the Trust?**

Send the Trust your new address by sending an email to [rsgiftcardinfo@primeclerk.com](mailto:rsgiftcardinfo@primeclerk.com) or by sending a letter to

RS Legacy Corporation fka RadioShack Corporation  
Claims Processing Center  
c/o Prime Clerk LLC  
PO Box 225392  
New York, NY 10150

### **When will I receive my money?**

If the Trust determines that you have a priority claim and are eligible to receive 100 percent of the balance shown on your card, the Court's order requires that you receive your money promptly after the Trust has reviewed your claim.

### **What documentation or evidence will I need to submit if I file a claim?**

When you file your claim you will need to provide reasonable evidence that you have the card such as a copy of the card or a scan of the original gift card.

### **Which consumers will receive one hundred percent of the balance shown on their gift cards?**

If your gift card was purchased from a RadioShack store or from RadioShack's website or from one of its authorized sellers (Safeway, Incomm or Point Mobl), you will be paid one hundred percent of the balance shown on your card.

**The claim form and the notice that I received refer to a “settlement” approved by the judge. Where can I obtain a copy of that settlement?**

That settlement is available at [oldradioshackgiftcards.com](http://oldradioshackgiftcards.com) and [here](#). Other relevant pleadings are also available at [oldradioshackgiftcards.com](http://oldradioshackgiftcards.com). Because this was a settlement negotiated by State Attorneys General, the settlement may also be available at the website of your own state attorney general.

**Instead of filing a claim, can I use my gift card at a RadioShack store?**

The new owners of RadioShack (General Wireless) report that they are working to set up a system that will allow gift card holders to redeem cards at the stores – subject to certain restrictions.

The date after which you could use your card at the store is not known at this time. Once that date is established, two conditions will apply:

1. You will only be able to use the card to buy RadioShack branded products.
2. The card can be used to pay no more than 50% of the purchase price of a RadioShack branded product. In other words, a \$ 10 gift card can be used as half the purchase price of a \$ 20 item.

**How do I communicate with the Trust about this settlement or about my claim?**

You can email: [rsgiftcardinfo@primeclerk.com](mailto:rsgiftcardinfo@primeclerk.com)

You can write to:

RS Legacy Corporation fka RadioShack Corporation  
Claims Processing Center  
c/o Prime Clerk LLC  
PO Box 225392  
New York, NY 10150

And during the first month of the claims process, December 2, 2015 through January 4, 2016, you may also call this toll free number: (844) 794-3477.