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**UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF CALIFORNIA**

**IN RE BANK OF AMERICA
CALIFORNIA UNEMPLOYMENT
BENEFITS LITIGATION**

Case No. 3:21-md-02992-GPC-MSB

**INDEX OF EXHIBITS TO
SUPPLEMENTAL DECLARATION OF
CONNIE K. CHAN IN SUPPORT OF
PLAINTIFFS' MOTION FOR CLASS
CERTIFICATION**

Judge: Hon. Gonzalo P. Curiel
Ctm: 2D (2nd Floor)
Date: January 17, 2025
Time: 1:30pm

This Document Relates to All Actions

REDACTED PUBLIC VERSION

INDEX OF EXHIBITS TO SUPPLEMENTAL CHAN DECLARATION

Ex	Document Description	Bates Range	Conf. Desig.
158	Expert Rebuttal Report of William Abernathy in Support of Plaintiffs' Motion for Class Certification, and appendices thereto ("Abernathy Reb")		Contains Conf./ AEO Material
159	Expert Rebuttal Report of J. Daniel Kreis in Support of Plaintiffs' Motion for Class Certification, and appendices thereto ("Kreis Reb")		Contains Conf./ AEO Material
160	Expert Rebuttal Report of Jane Cloninger in Support of Plaintiffs' Motion for Class Certification, and appendices thereto ("Cloninger Reb")		Contains Conf./ AEO Material
161	Expert Rebuttal Report of Jay Minnucci in Support of Plaintiffs' Motion for Class Certification, and appendices thereto ("Minnucci Reb")		Contains Conf. Material
162	Expert Rebuttal Report of Greg J. Regan, CPA/CFF, CFE in Support of Plaintiffs' Motion for Class Certification, and appendices thereto ("Regan Reb")		Contains Conf./ AEO Material
163	Office of the Comptroller of the Currency ("OCC") Civil Money Penalty Order against Bank of America, N.A., File No. AAENF-2022-22, filed on July 14, 2022.		
164	[REDACTED]	BANA_EDD_MDL -00057504-06	Conf.
165	[REDACTED]	BANA_EDD_MDL -00431011-14	Conf.
166	[REDACTED]	BANA_EDD_MDL -00205593-97	Conf.
167	[REDACTED]	BANA_EDD_MDL -00001199	Conf.

168	[REDACTED]	BANA_EDD_MDL -00166345	Conf.
169	Excerpt from ContactBabel's "US Contact Center Verticals: Finance"		
170	Declaration of William Golden dated October 21, 2021	BANA_EDD_MDL -00001361-63	
171	Excerpts of a document titled, "Response to State of California Electronic Benefits Payment Solicitation RFP No. 65466, Vol I – EBP Service Proposal MASTER COPY," dated July 10, 2015		
172	Excerpts from ContactBabel's "The US Contact Center Decision-Makers Guide 2021"		
173	Excerpt from ContactBabel's "US Contact Center Verticals: Outsourcing"		
174	Excel re "ACT Call Logs"	BANA_EDD_MDL -00001044	Contains Conf. Material
175	Email re "In re BANA California Unemployment Litig. - Call center data"		
176	Excerpts from "Avaya Call Management System Database Items and Calculations"		
177	[REDACTED]	BANA_EDD_MDL -00190443-44	Conf.
178	Redacted Excel re "Archived Account History - Oosthuizen"	BANA_EDD_MLD -00056916	
179	Excerpts from the transcript of Plaintiff's deposition of Defendant Bank of America, N.A.'s Rule 30(b)(6) designee, Robert Chestnut, taken on February 8, 2024 ("Chestnut Tr.")		Conf.
180	Excerpts from the transcript of Plaintiff's deposition of Defendant Bank of America, N.A.'s Rule 30(b)(6) designee, Jennifer Lennon, taken on February 23, 2024 ("Lennon Tr.")		AEO

181	Excerpts of Plaintiff Candace Koole's Objections and Supplemental Responses to Bank of America N.A.'s First Set of Interrogatories (Rog No. 5)		Conf.
182	Excerpts of Plaintiff Lindsay McClure's Supplemental Objections and Responses to Bank of America N.A.'s First Set of Interrogatories (Rog No. 5)		Conf.
183	Excerpts of Plaintiff Vanessa Rivera's Objections and Supplemental Responses to Bank of America N.A.'s First Set of Interrogatories (Rog No. 3)		Conf.