

Exhibit 170

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14 Attorneys for Defendant
15 BANK OF AMERICA, N.A.

16 **UNITED STATES DISTRICT COURT**
17 **SOUTHERN DISTRICT OF CALIFORNIA –**
18 **SAN DIEGO DIVISION**

19 IN RE: BANK OF AMERICA
20 CALIFORNIA UNEMPLOYMENT
21 BENEFITS LITIGATION
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Case No. 21-MD-02992-LAB-MSB

**DECLARATION OF
WILLIAM GOLDEN**

Courtroom: 14A – 14th Floor
Judge: Hon. Larry Alan Burns

1 I, William Golden, hereby declare and state as follows:

2 1. I am employed by Bank of America, N.A. ("BANA"). I make this
3 declaration based upon personal knowledge and belief, upon BANA's records
4 maintained in the ordinary course and scope of business, and upon information
5 gathered from other BANA employees. If called to testify as to any of the matters
6 set forth in this declaration, I could and would competently testify thereto.

7 2. I am currently a Managing Director in BANA's Global Markets
8 Operations group. My responsibilities include oversight of call center operations
9 for BANA's state benefit prepaid card programs.

10 **Claims Initiation Call Center**

11 3. As of June 2, 2021, agents in the Claims Initiation Call Center were
12 available Monday through Friday 5am PT to 7pm PT, and Saturday 6:30am PT to
13 5pm PT.

14 4. BANA established the toll-free number 1-855-355-5058 that allows
15 customers to contact the Claims Initiation Call Center directly. This number was
16 tested and functional by June 22, 2021.

17 5. Beginning on July 11, 2021, agents in the Claims Initiation Call Center
18 were available on Sundays from 6:30am PT to 5pm PT.

19 6. Beginning on July 26, 2021, agents in the Claims Initiation Call Center
20 were available 24 hours a day, 7 days a week.

21 **Fraud Call Center**

22 7. As of June 2, 2021, Fraud Call Center agents were available seven
23 days a week, 24 hours a day.

24 8. BANA established the toll-free number 1-800-558-9226 that allows
25 customers to contact the Fraud Call Center directly. This number was tested and
26 functional by June 11, 2021.

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DECLARATION OF WILLIAM GOLDEN

Case No 21-MD-02992-LAB-MSB

1 I declare under penalty of perjury that the foregoing is true and correct.

2 Executed on October 21, 2021.

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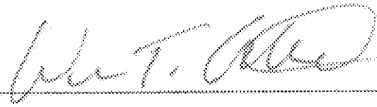
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Manager, Director, DfA.

DECLARATION OF WILLIAM GOLDEN

Case No 21-MD-02992-LAB-MSB