

PX 18

UNITED STATES DISTRICT COURT
SOUTHERN DISTRICT OF CALIFORNIA

IN RE BANK OF AMERICA)
CALIFORNIA UNEMPLOYMENT)
BENEFITS LITIGATION,)

) No. 3:21-02992-md-LAB-MSB

This document relates to)
all actions.)

CONFIDENTIAL
VIDEOTAPED DEPOSITION
OF
RENEE JOHNSON
PAGES 1 - 245

Deposition taken on:
Tuesday, May 7, 2024
9:00 a.m. - 3:34 p.m.

Deposition taken at:
FOLEY & LARDNER LLP
1 Independent Dr
Suite 1300
Jacksonville, Fl 32202

Stenographically Reported By:
Sherri R. Martin, Stenographic Shorthand Reporter
Notary Public, State of Florida at Large
Veritext Legal Solutions

A P P E A R A N C E S

On behalf of Plaintiff:

BRIAN DANITZ, ESQUIRE
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On behalf of Defendant Bank of America NA:

MATTHEW RIFFEE, ESQUIRE
ANGELICA RANKINS, ESQUIRE
LINDSAY E. HOYLE, ESQUIRE (ZOOM)
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Videographer: Christine Montplasir

P R O C E E D I N G S

- - -

Video Recorded Deposition taken before Sherri
R. Martin, Stenographic Shorthand Reporter and
Notary Public in and for the State of Florida at
Large, in the above cause.

- - -

THE COURT REPORTER: Do you solemnly swear or
affirm that the testimony you are about to give will
be the truth, the whole truth and nothing but the
truth?

THE WITNESS: I do.
Thereupon,

RENEE JOHNSON,
having been first duly sworn or affirmed, was
examined and testified as follows:

DIRECT EXAMINATION

BY MR. DANITZ:

Q Good morning. I'm Brian Danitz. I represent
the plaintiffs in the matter. Good morning, Ms.
Johnson. Thank you for being here.

You work for Bank of America?

A I'm retired from Bank of America.

Q I see. When did you start working for the
bank?

1 A 2012.

2 Q And when did you retire?

3 A 2022.

4 Q And in 2020, what was your role at Bank of
5 America?

6 A I ran their consumer claims processing area.

7 Q CR&R?

8 A Yes.

9 Q What does CR&R stand for?

10 A Claims resolution and recovery.

11 Q What is a claim?

12 A It's --

13 MR. RIFFEE: Objection. Object to the form.

14 You can answer.

15 BY MR. DANITZ:

16 Q What is the claim?

17 A It's when someone feels there's been a
18 transaction against their account that they didn't
19 authorize or that they dispute.

20 Q And what is resolution?

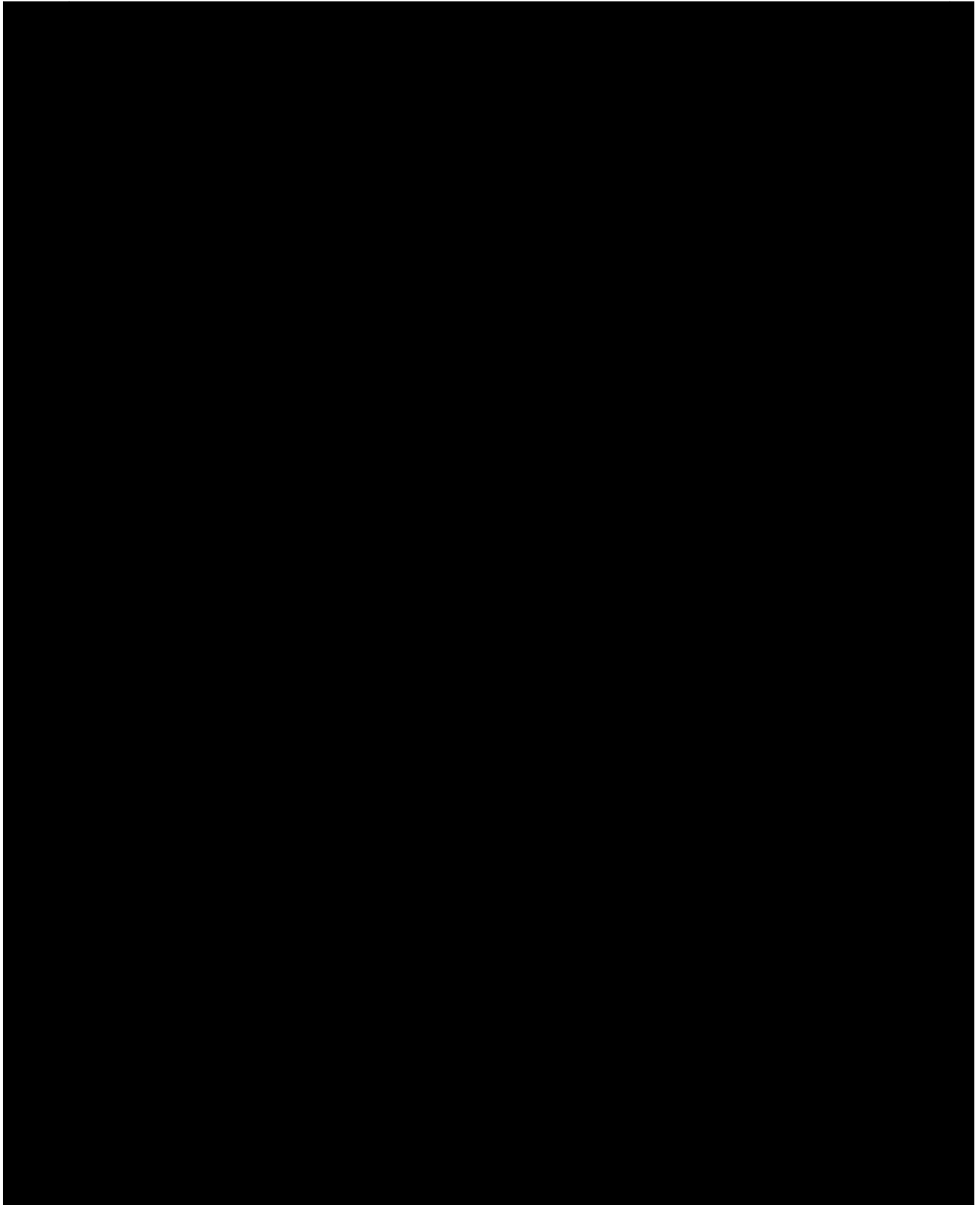
21 MR. RIFFEE: Objection to form.

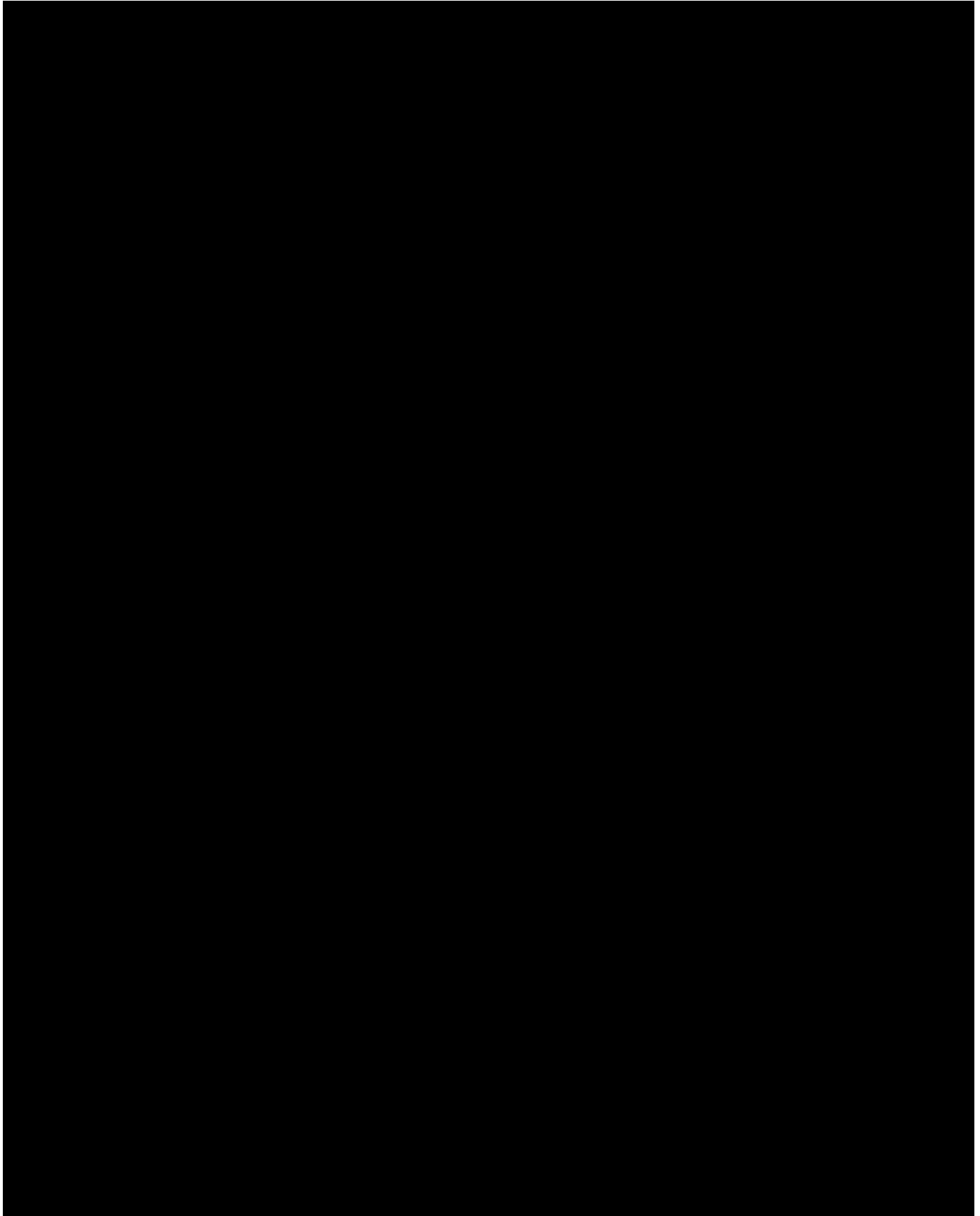
22 THE WITNESS: It is -- do I answer?

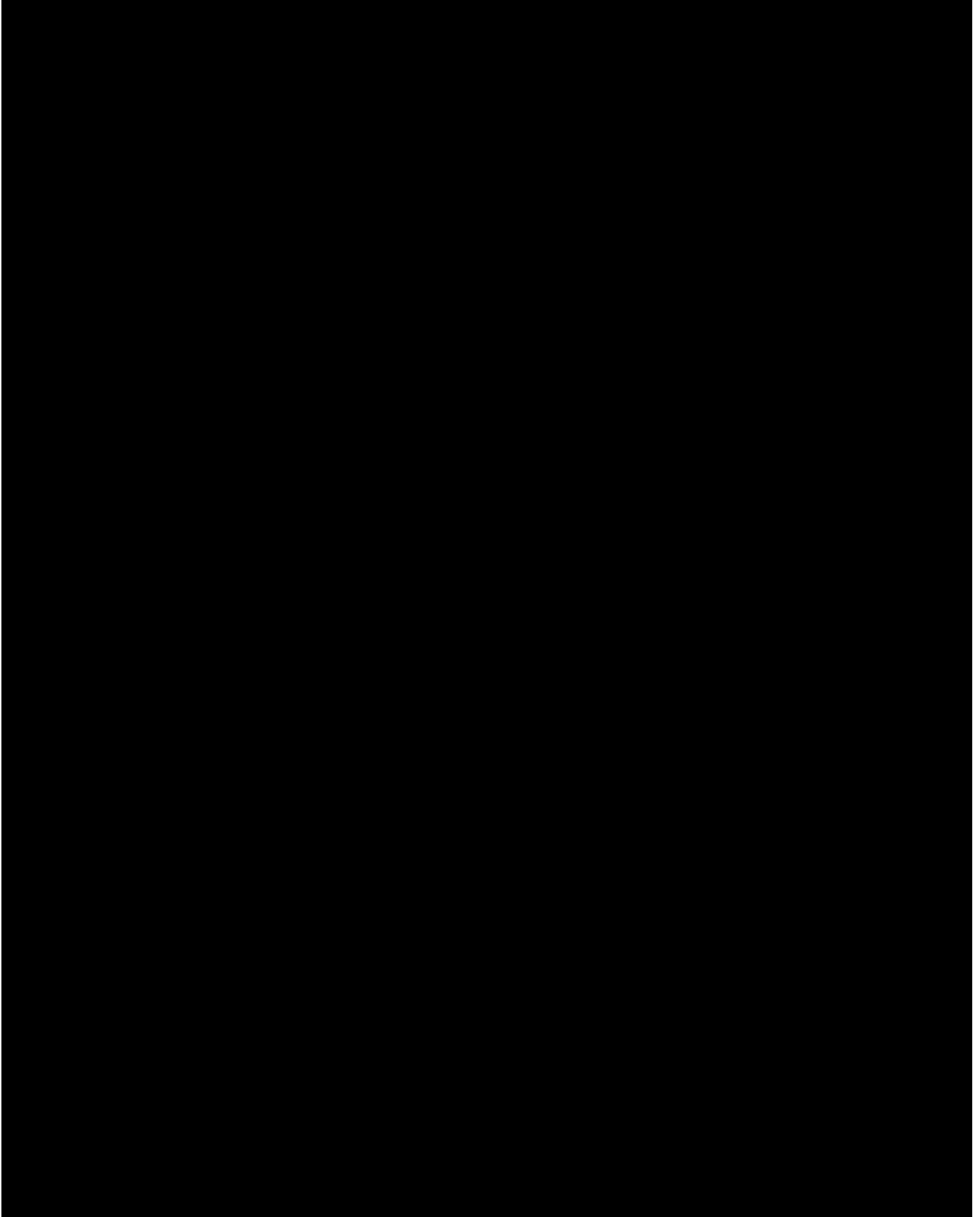
23 MR. RIFFEE: I'll instruct you not to answer.

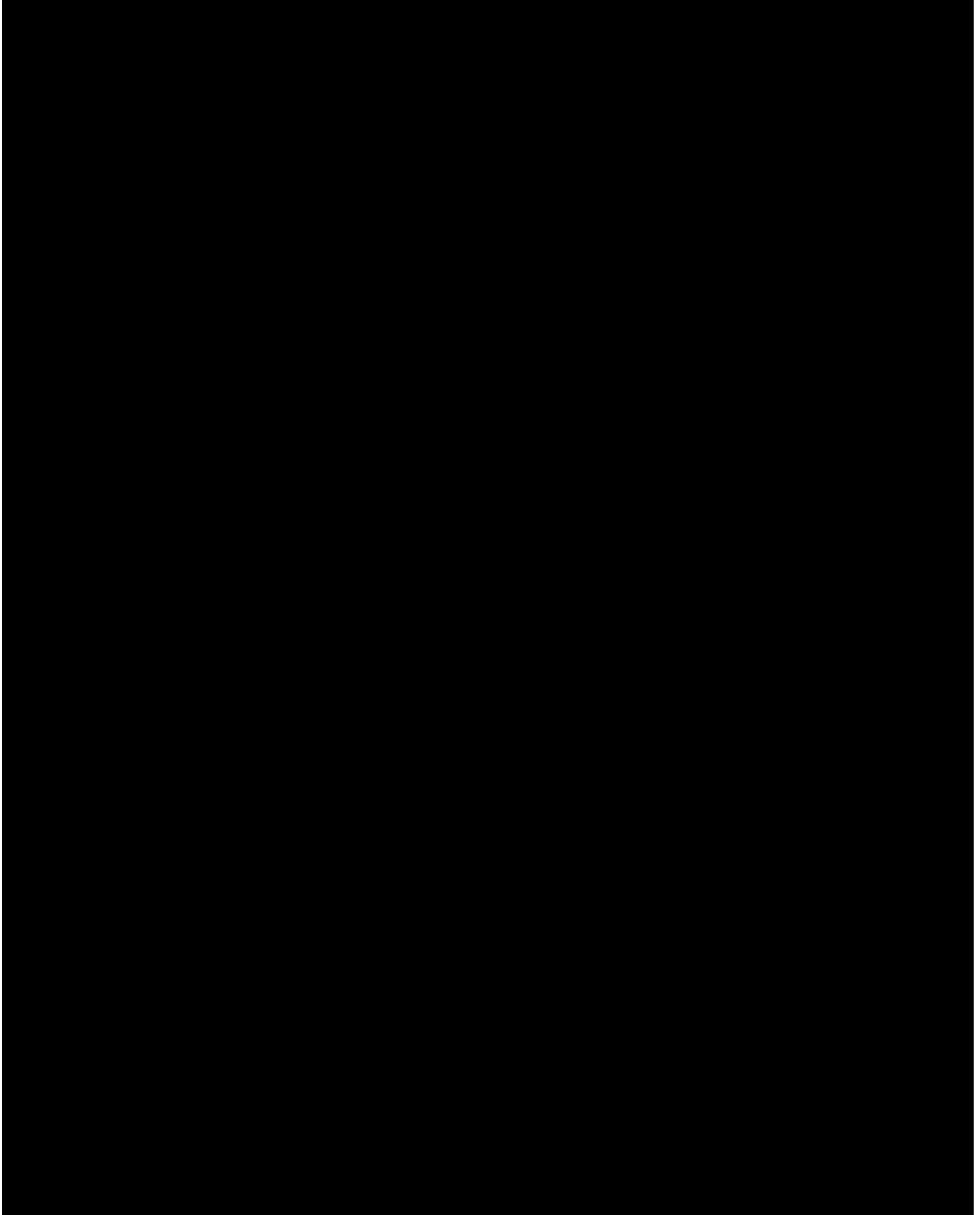
24 Otherwise, you can ignore my objections and answer.

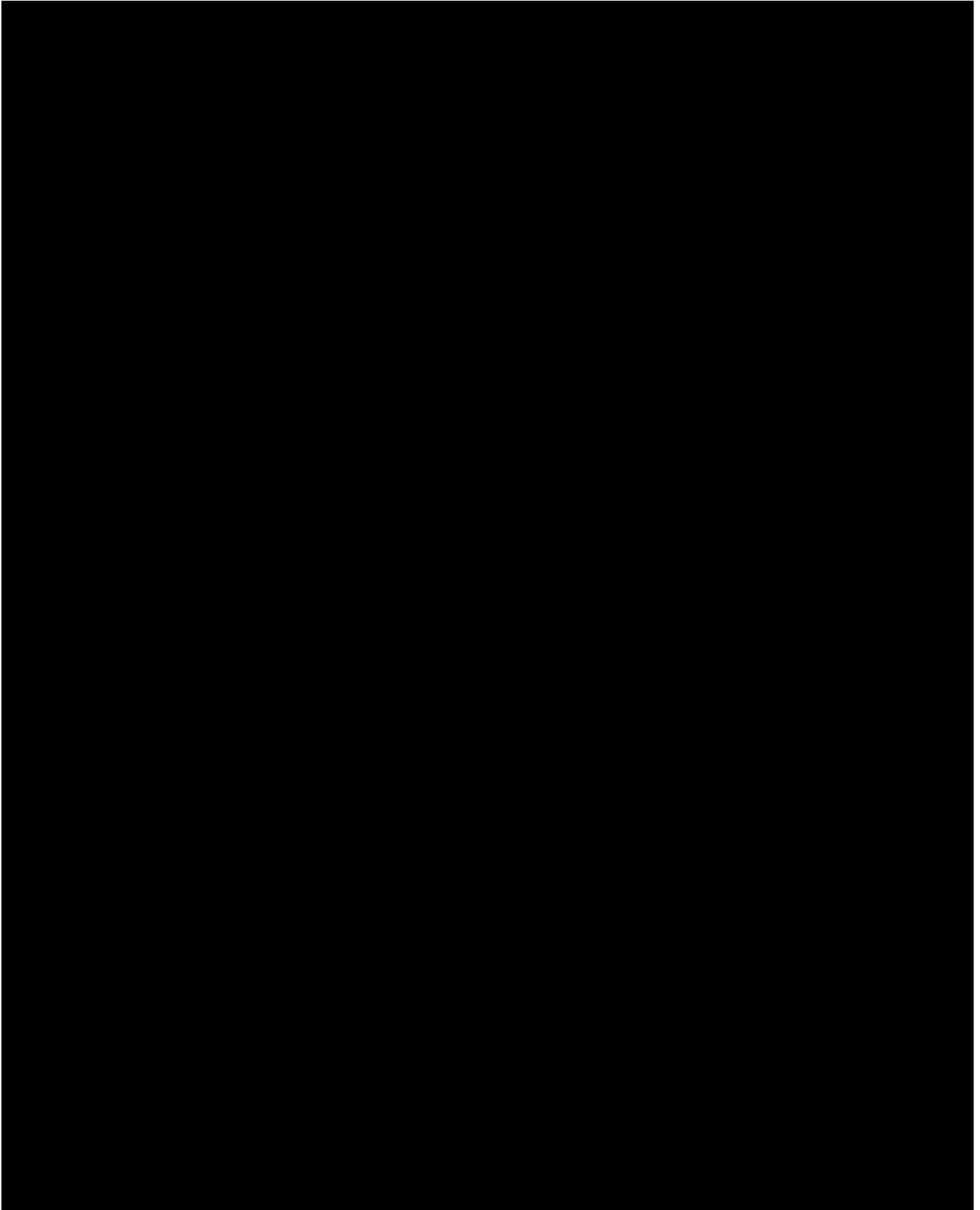
25 THE WITNESS: It's when the claim is

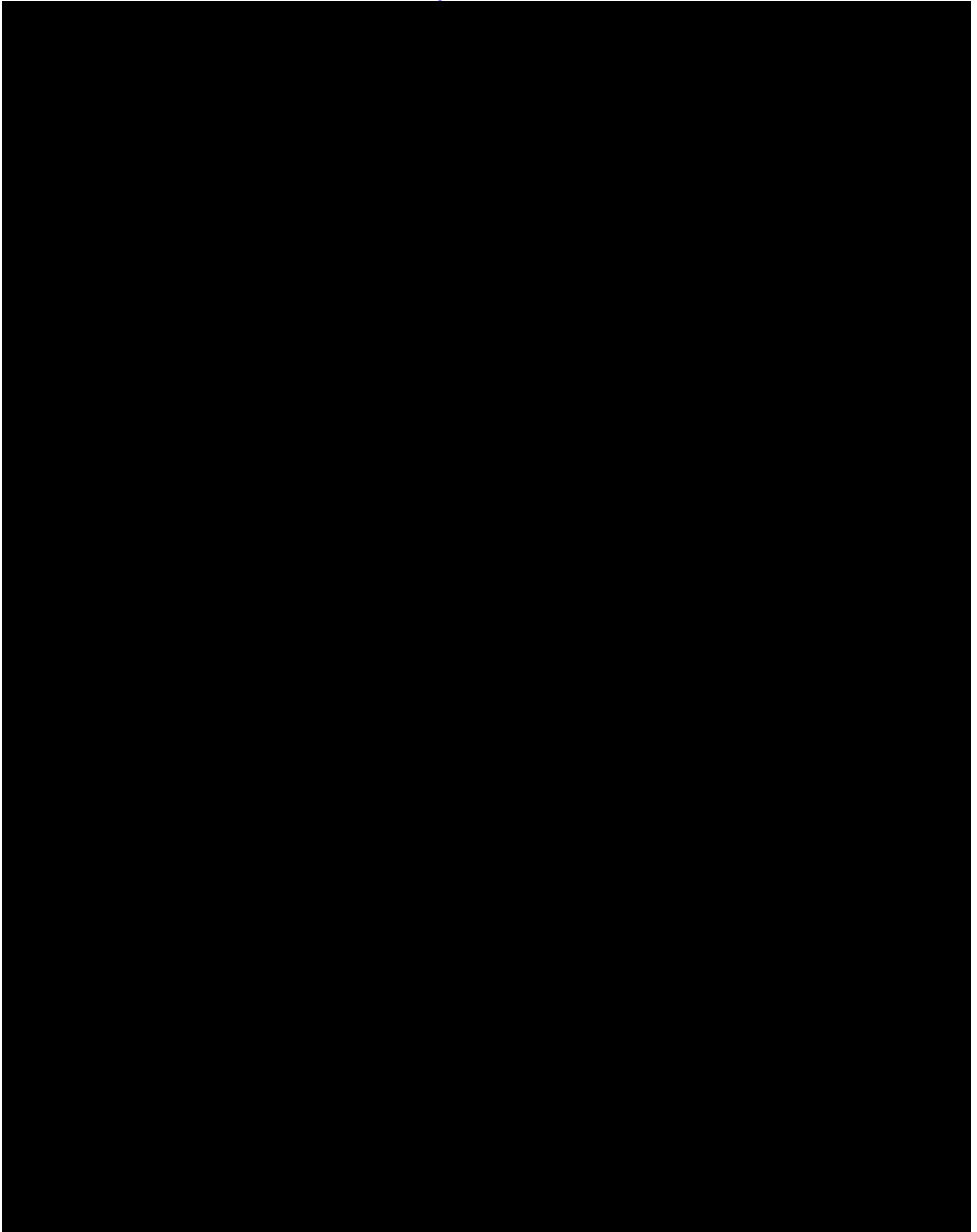


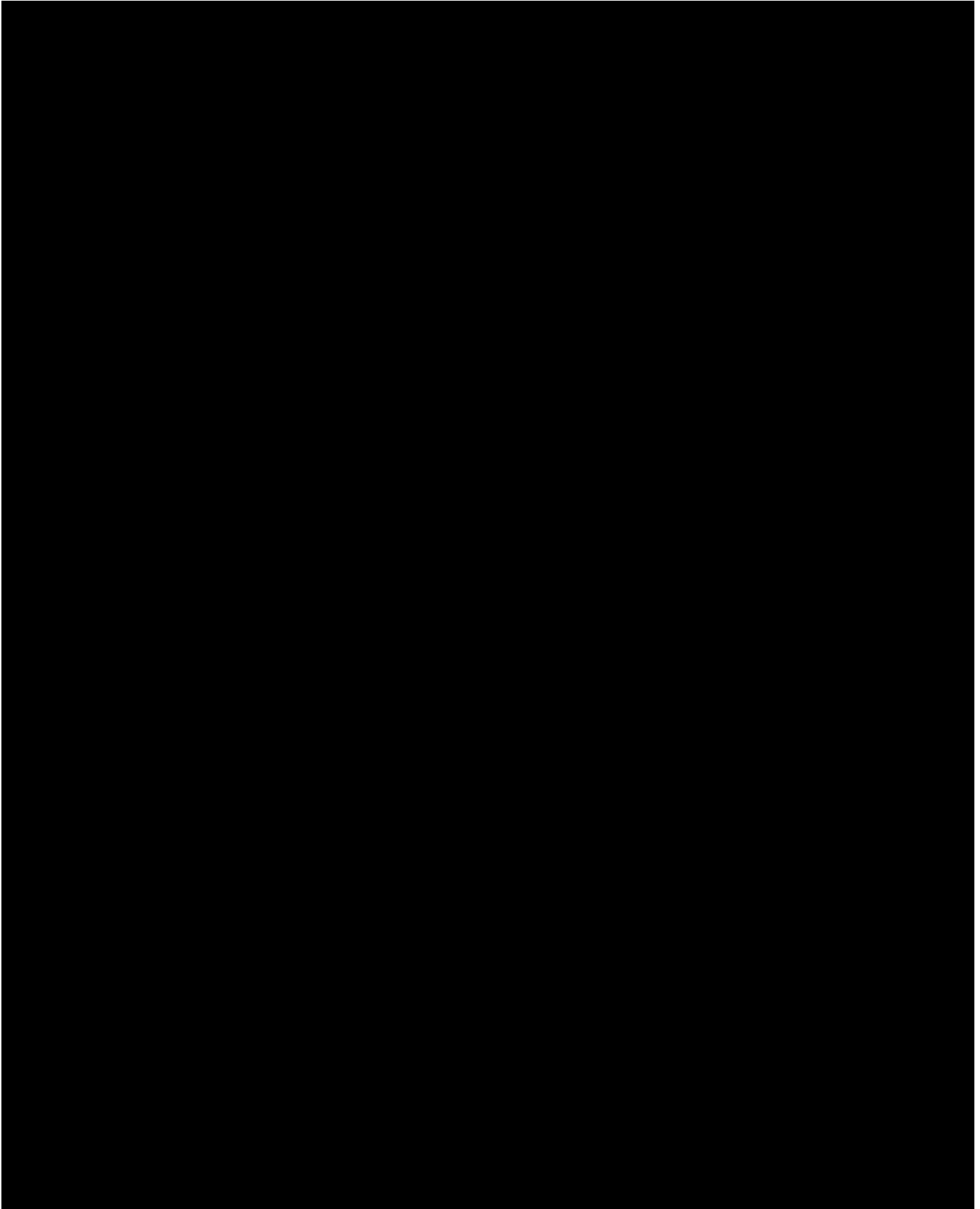


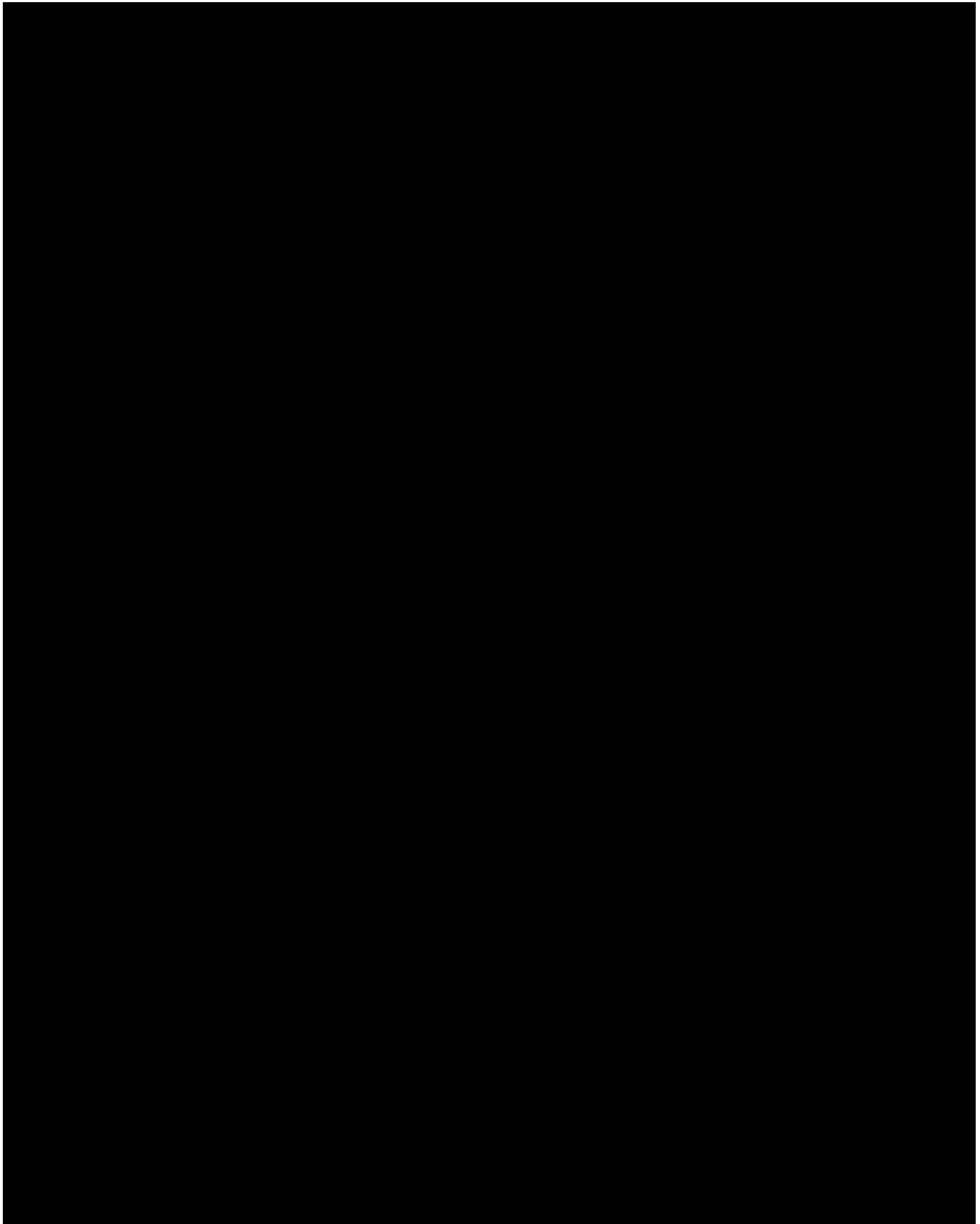


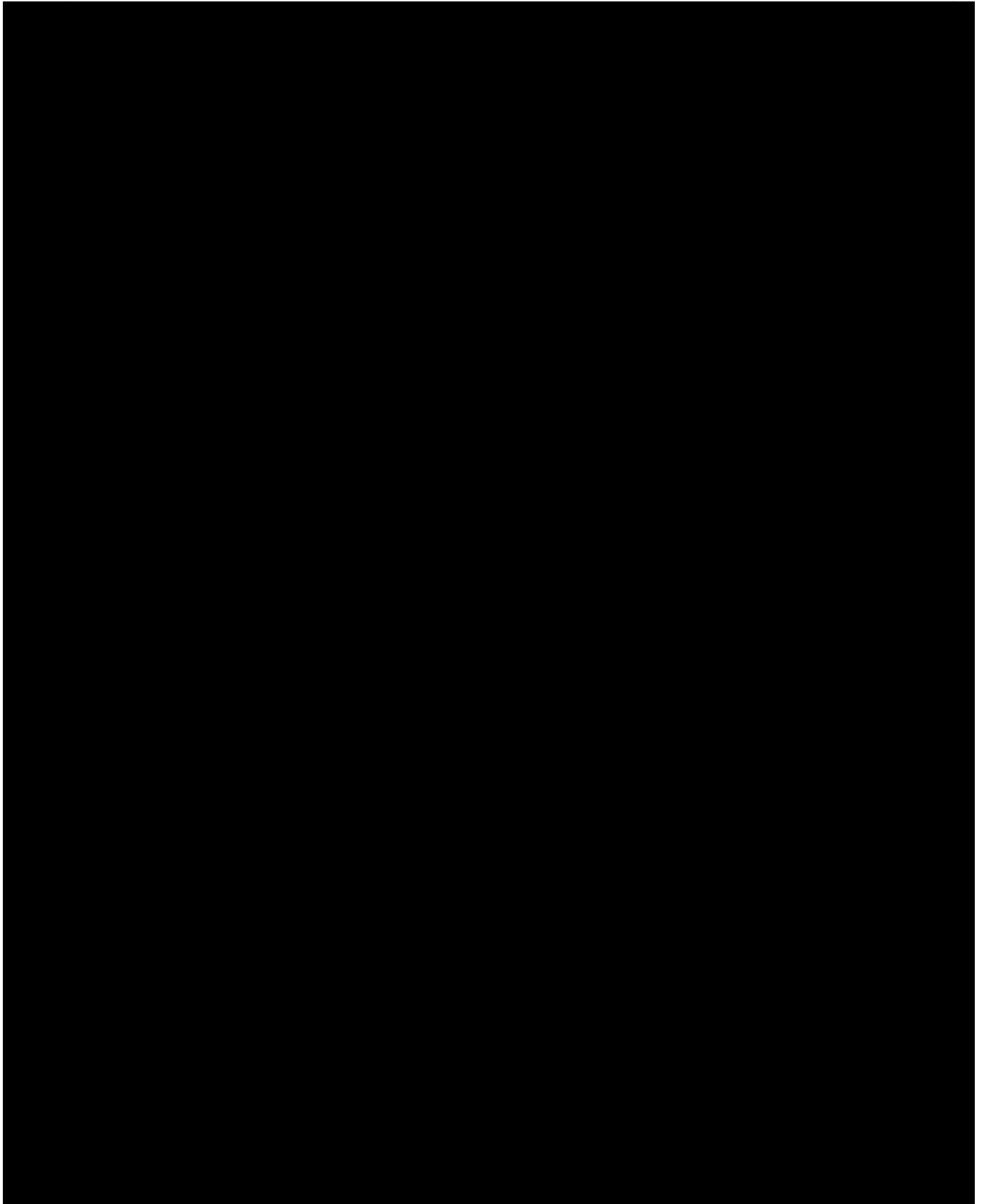


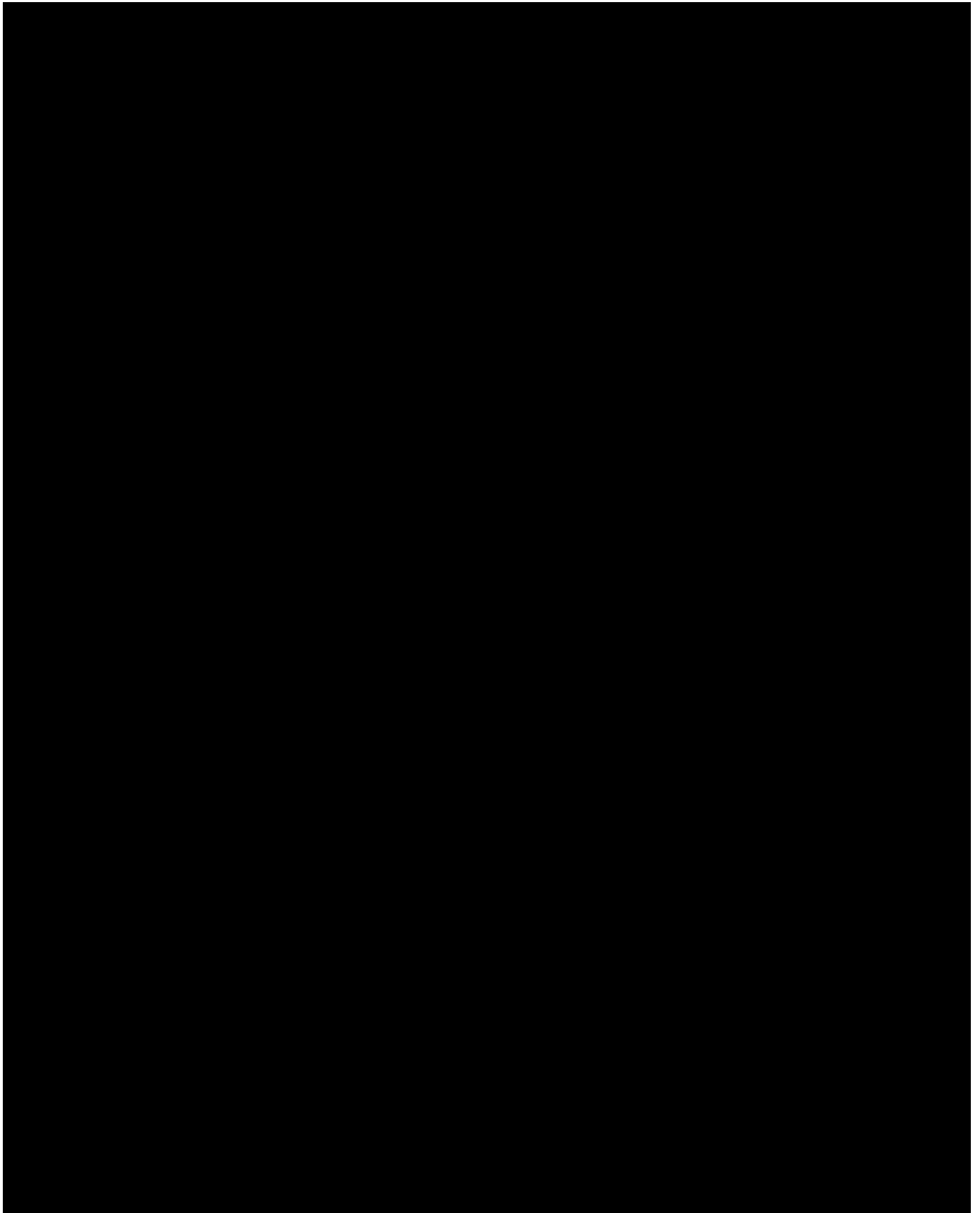


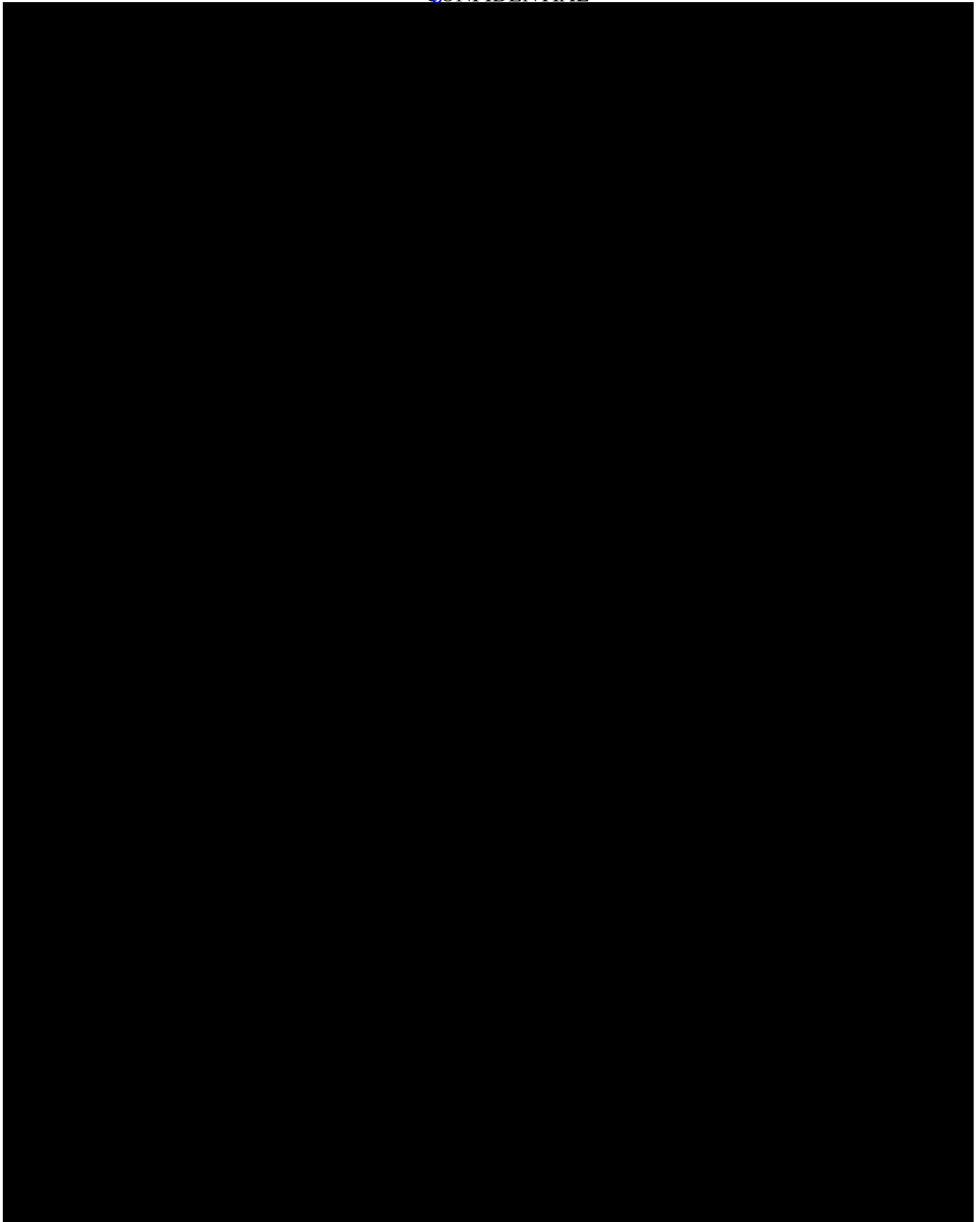


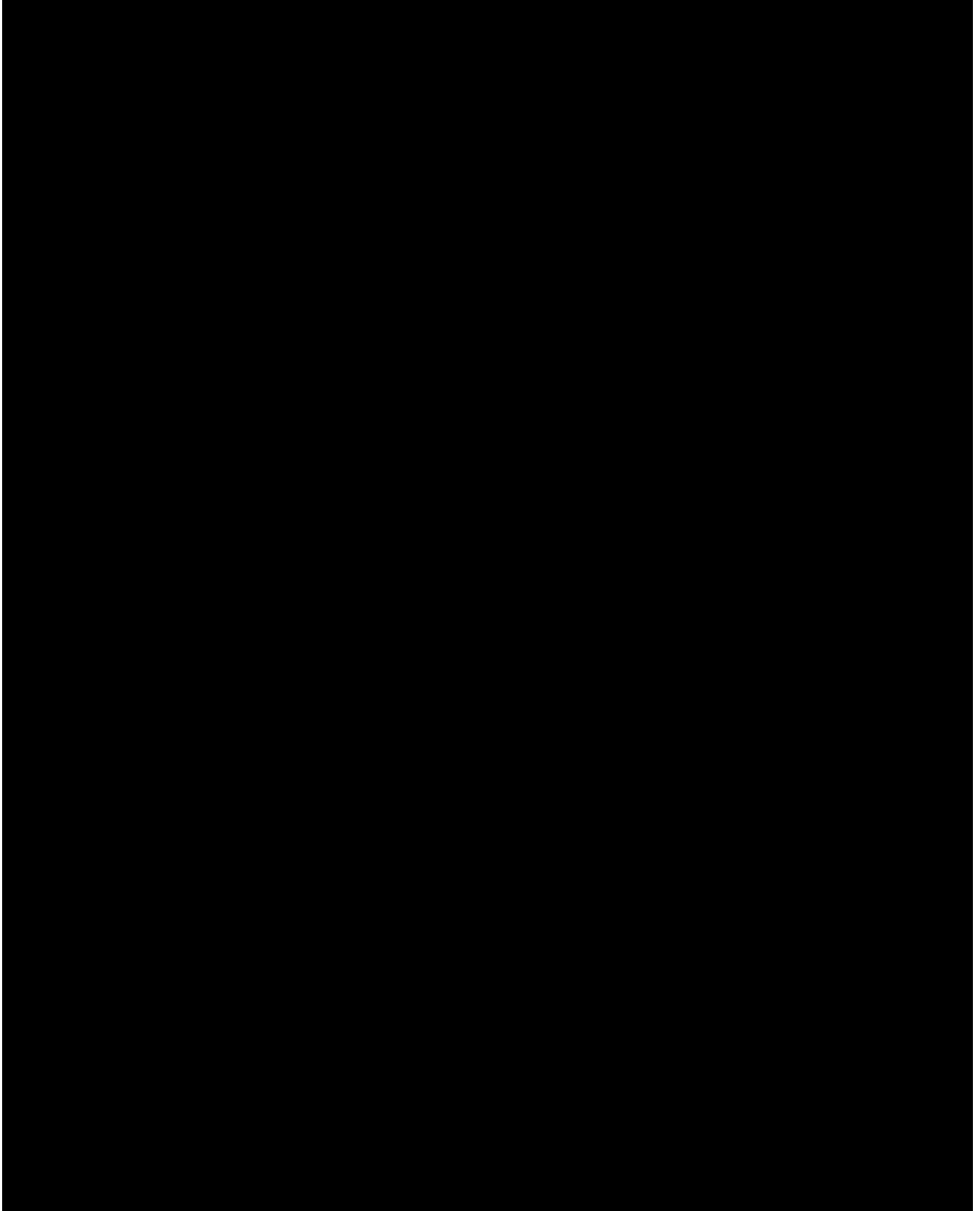


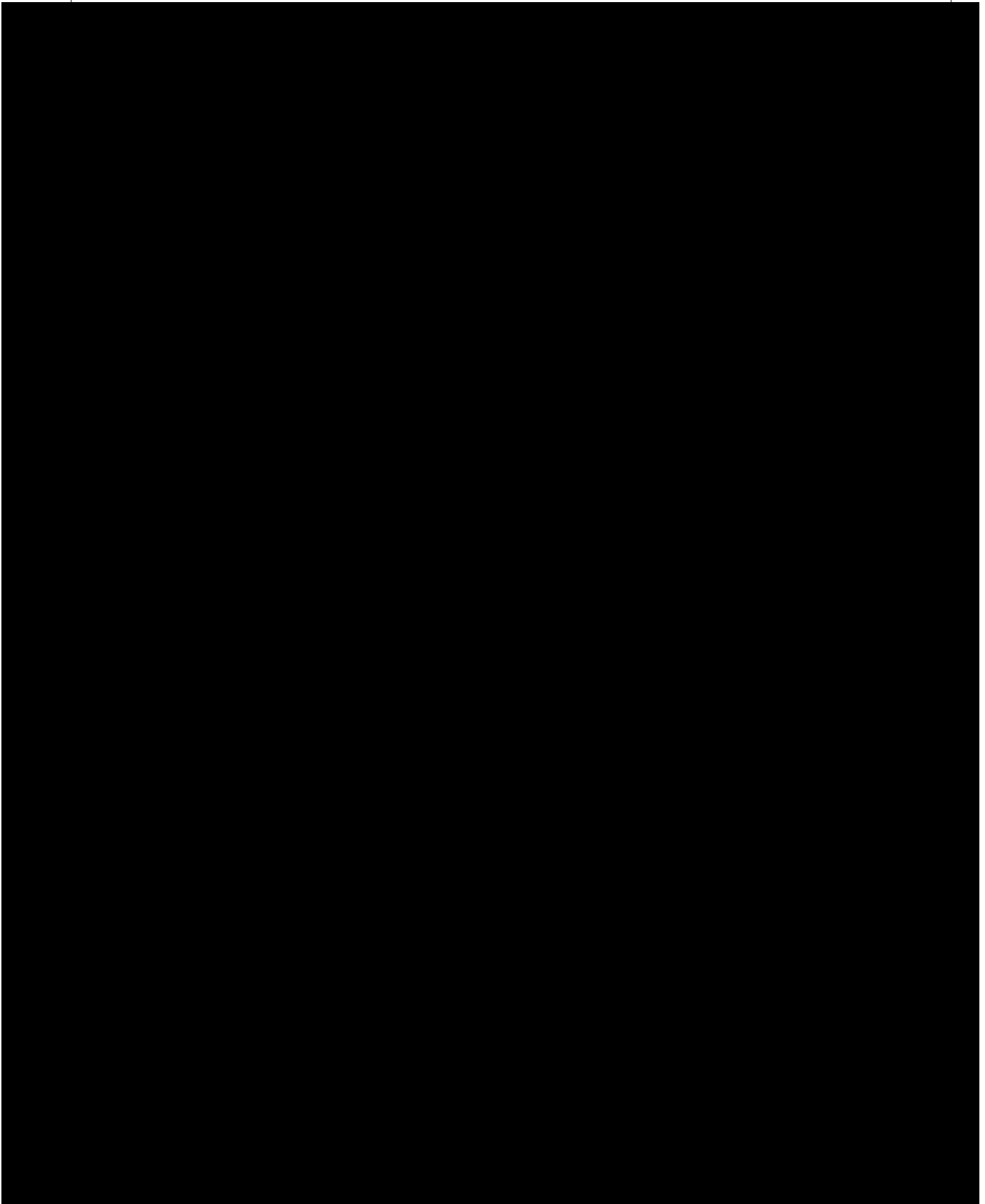


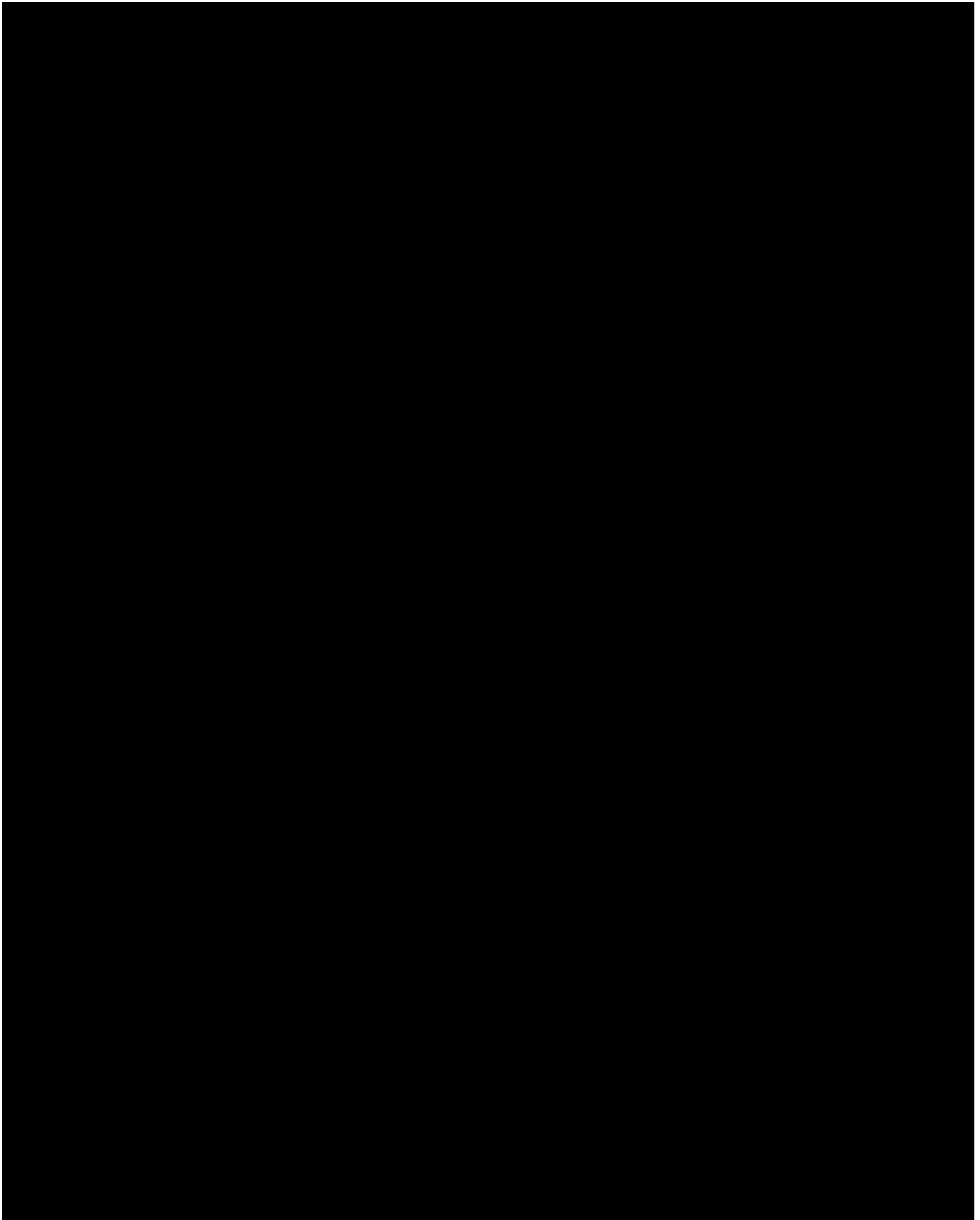


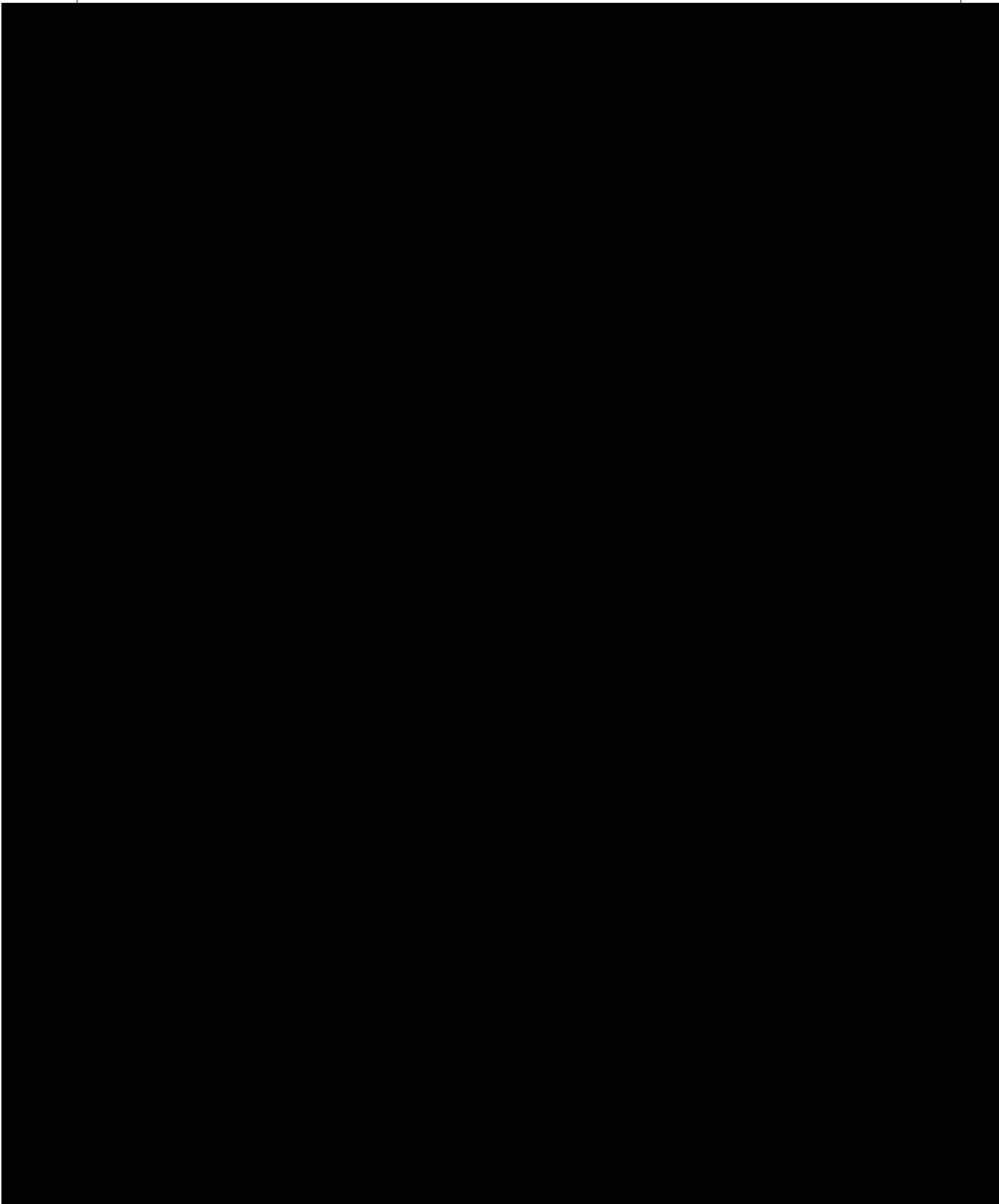


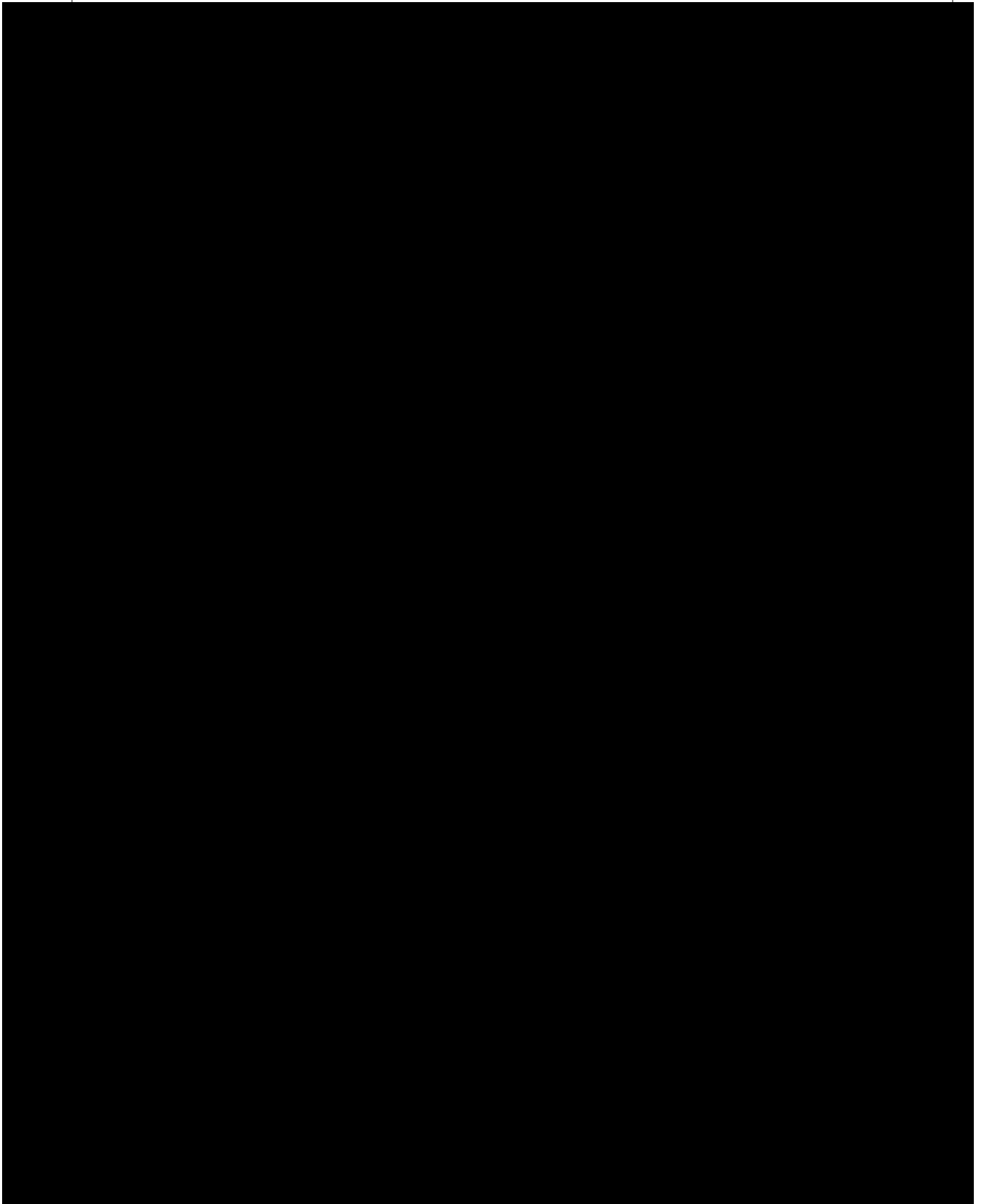


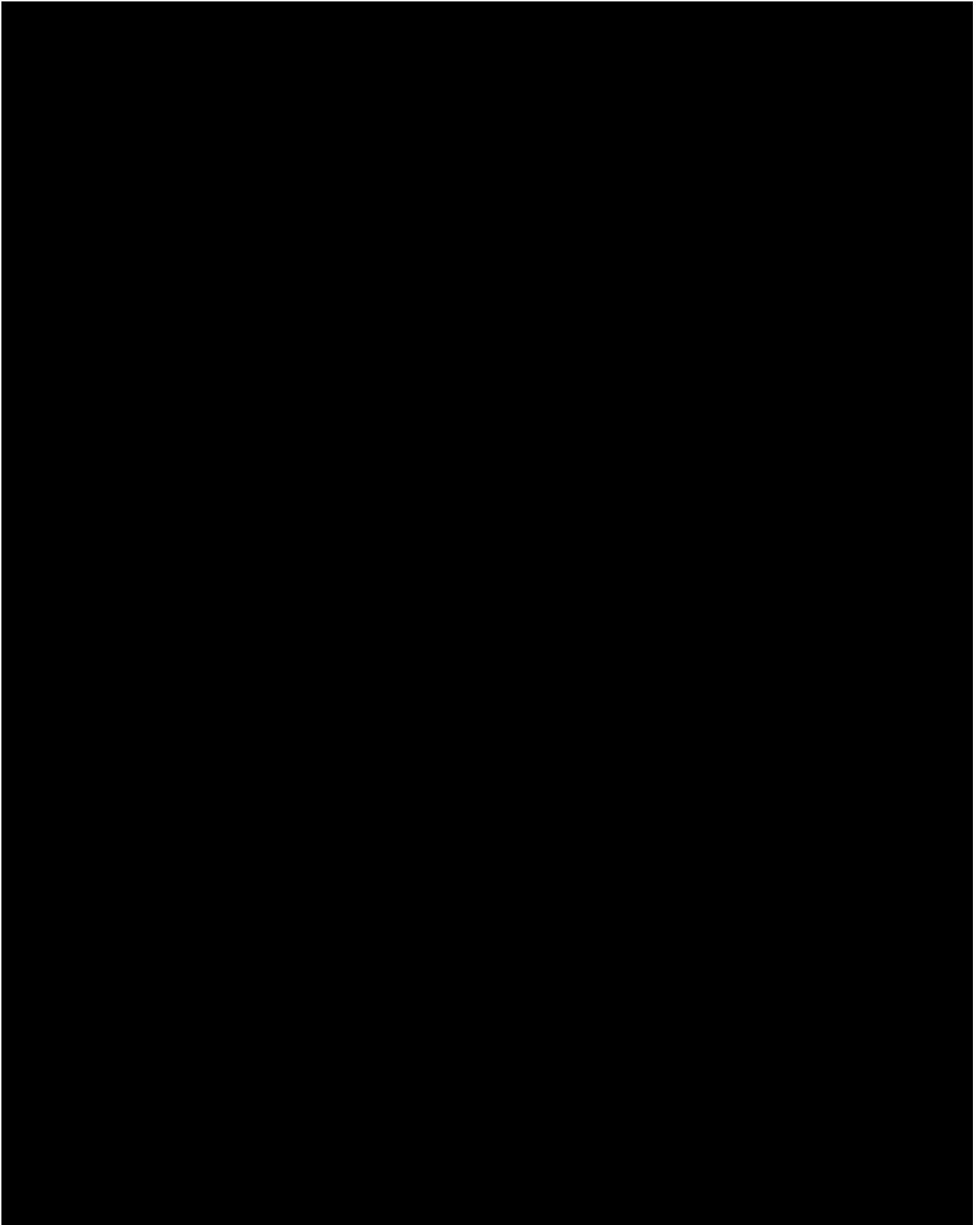


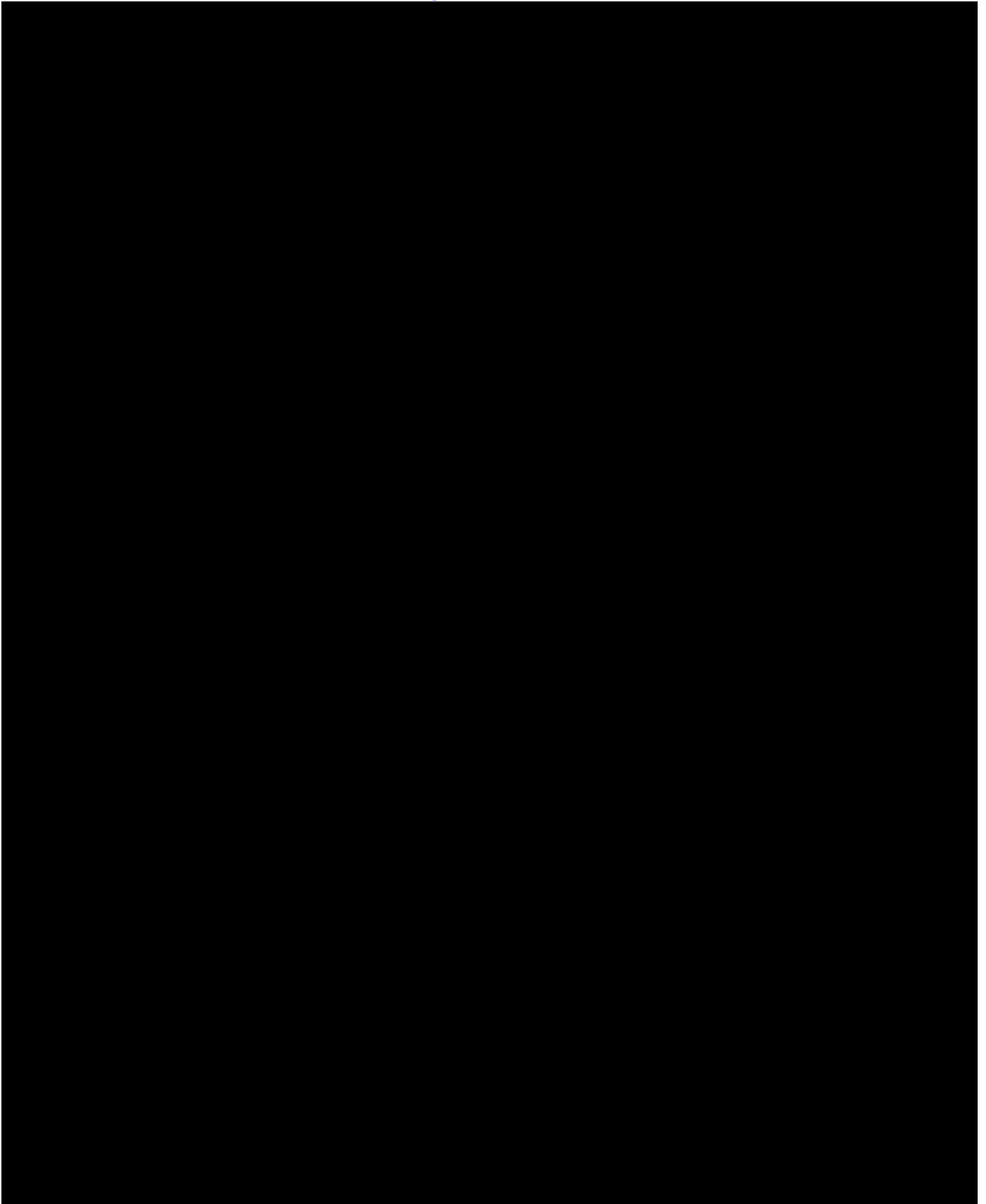


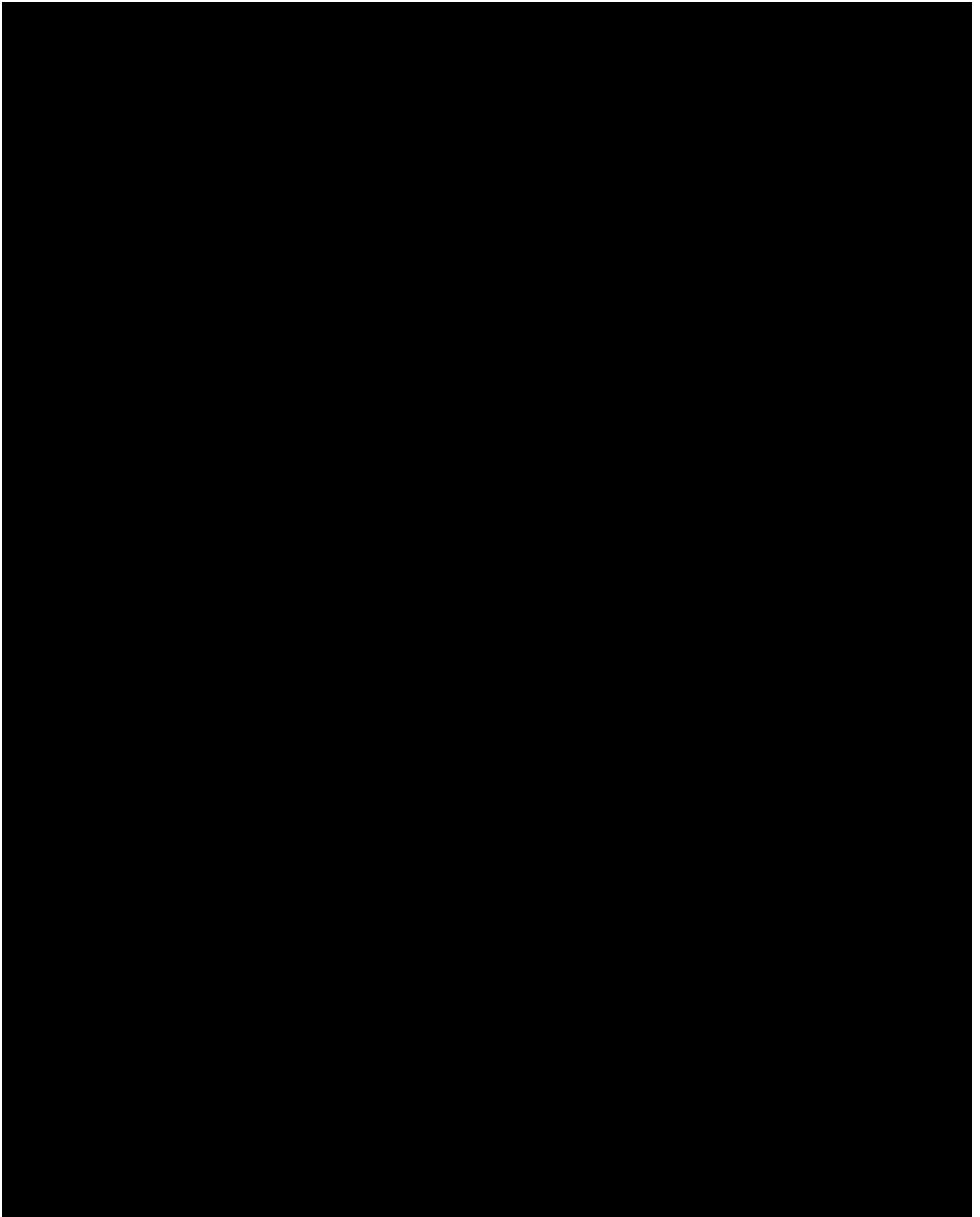


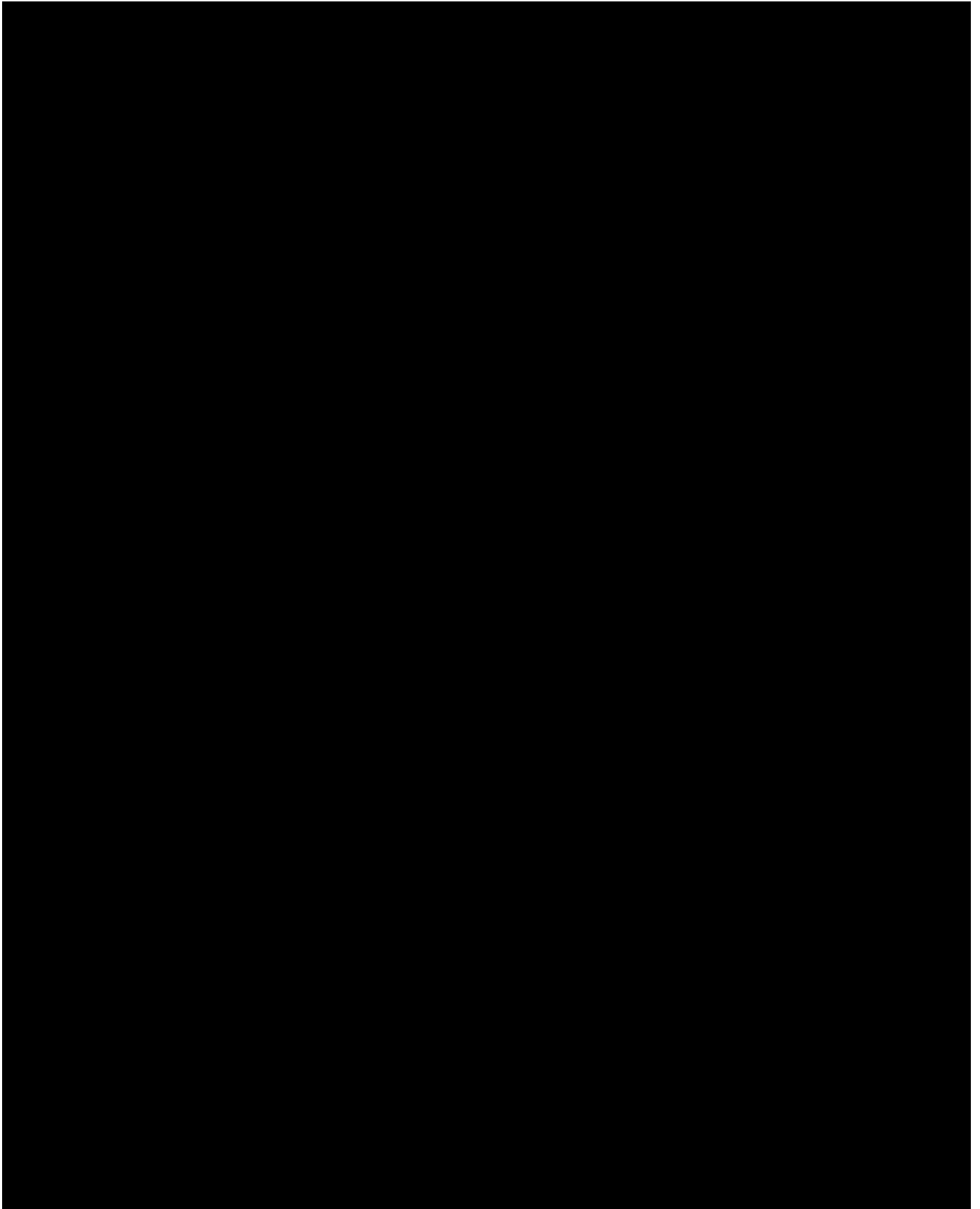


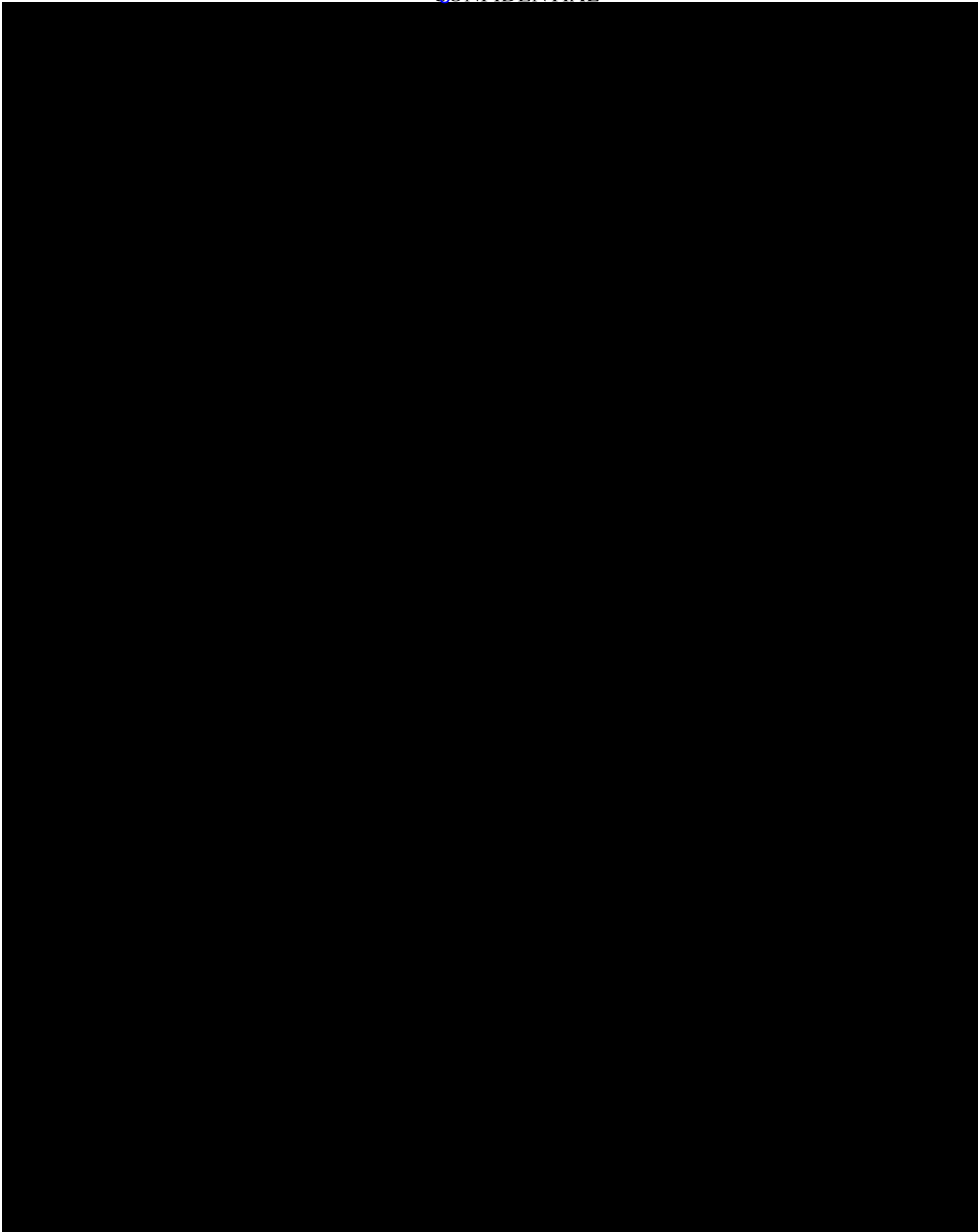


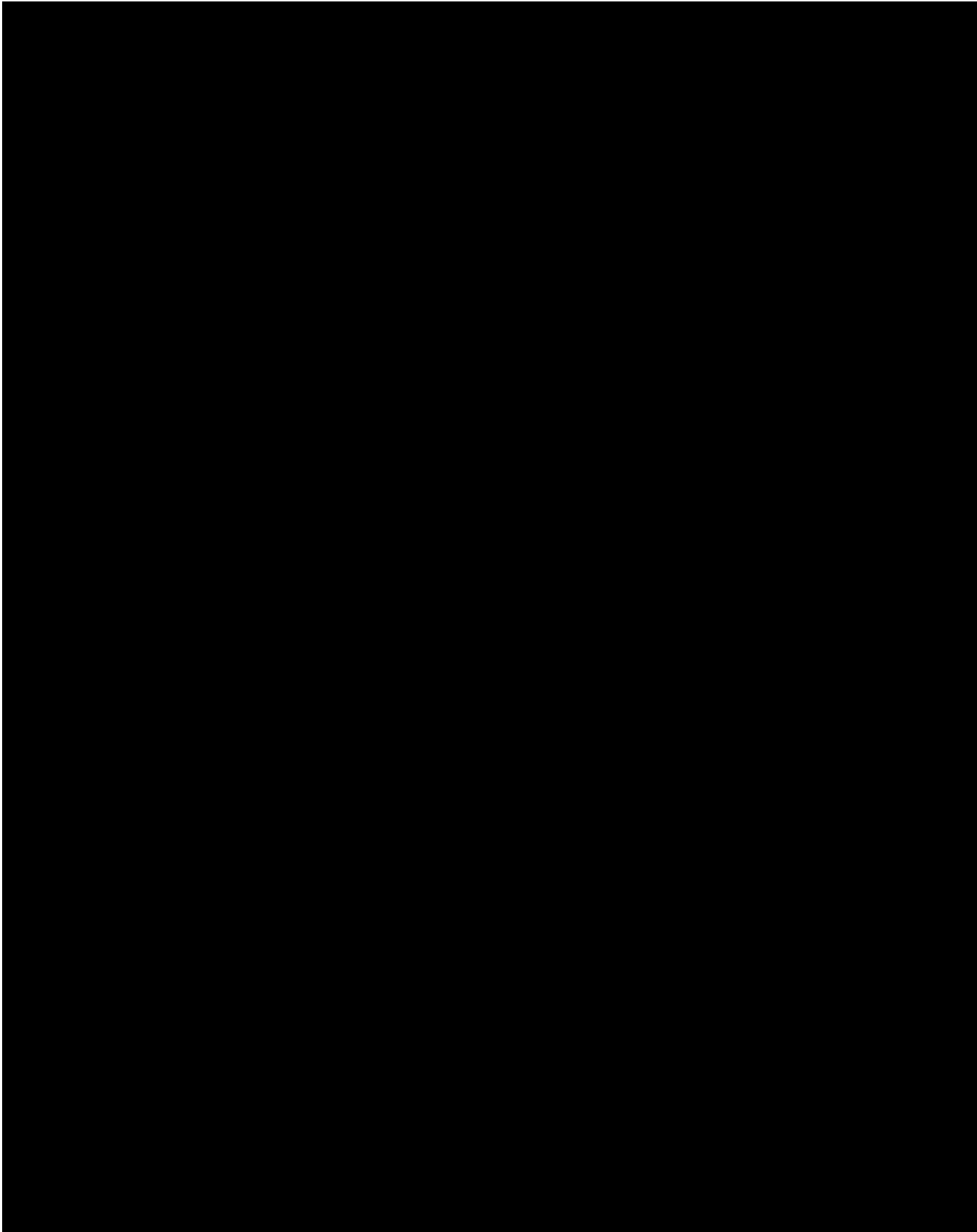


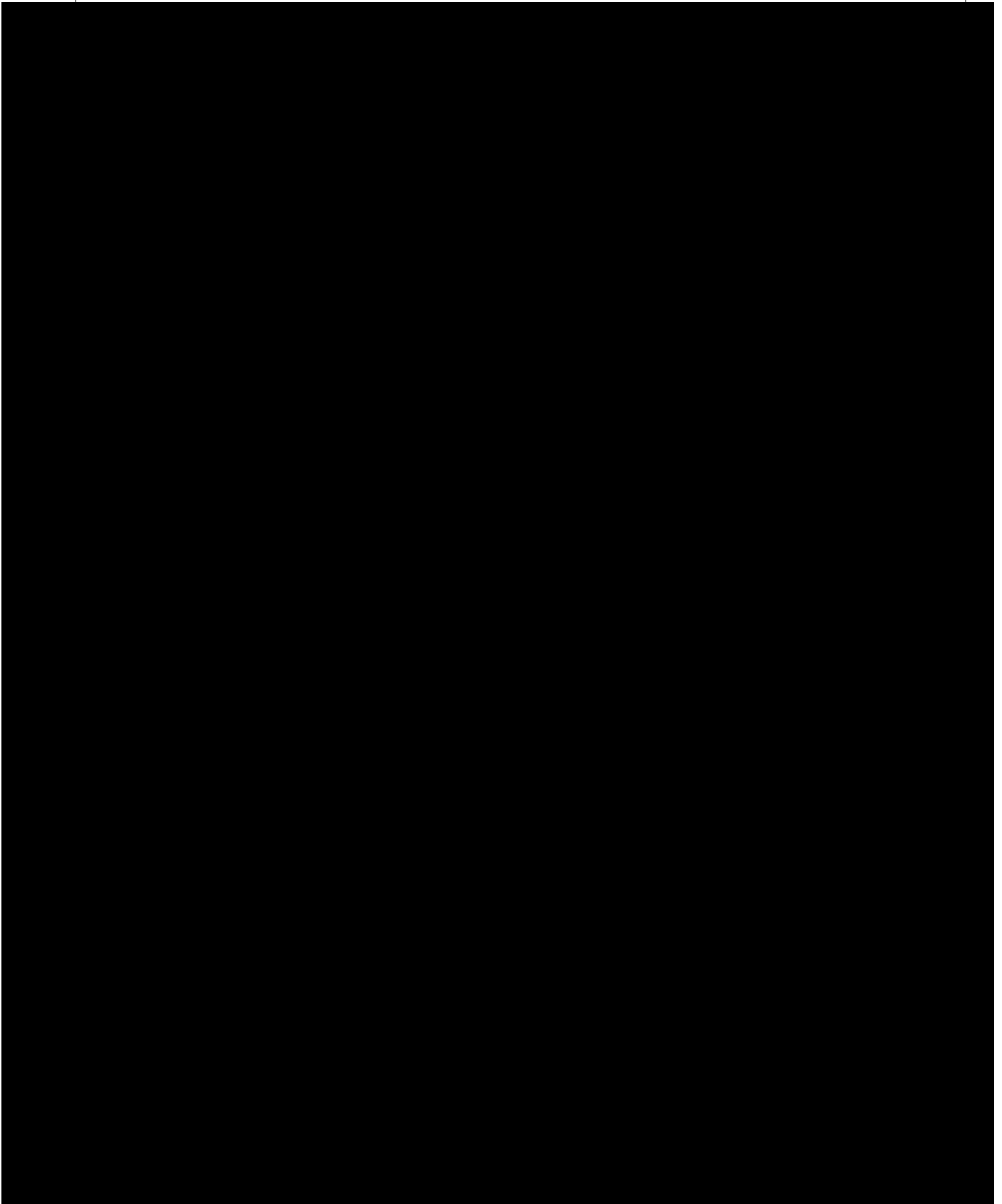


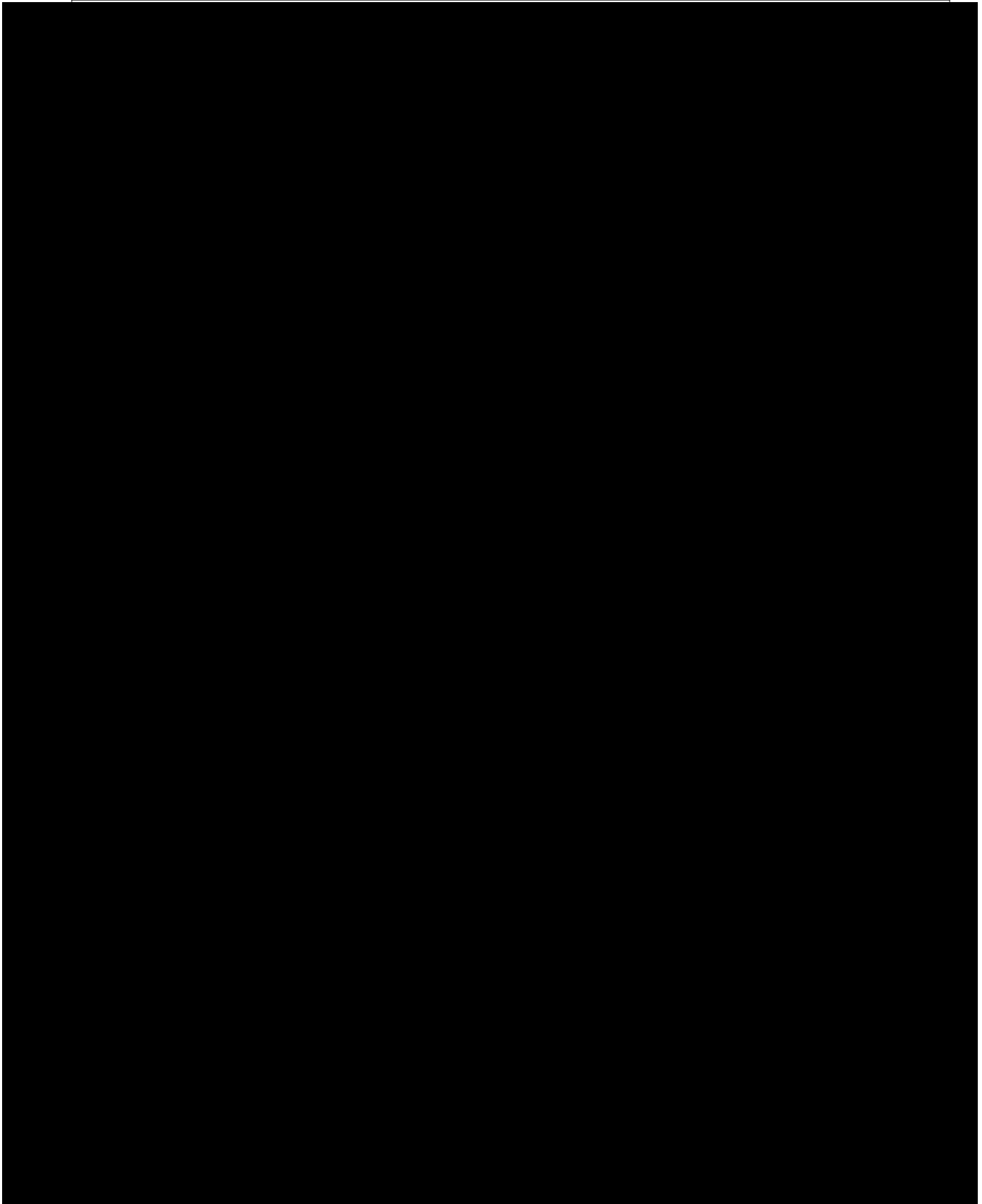


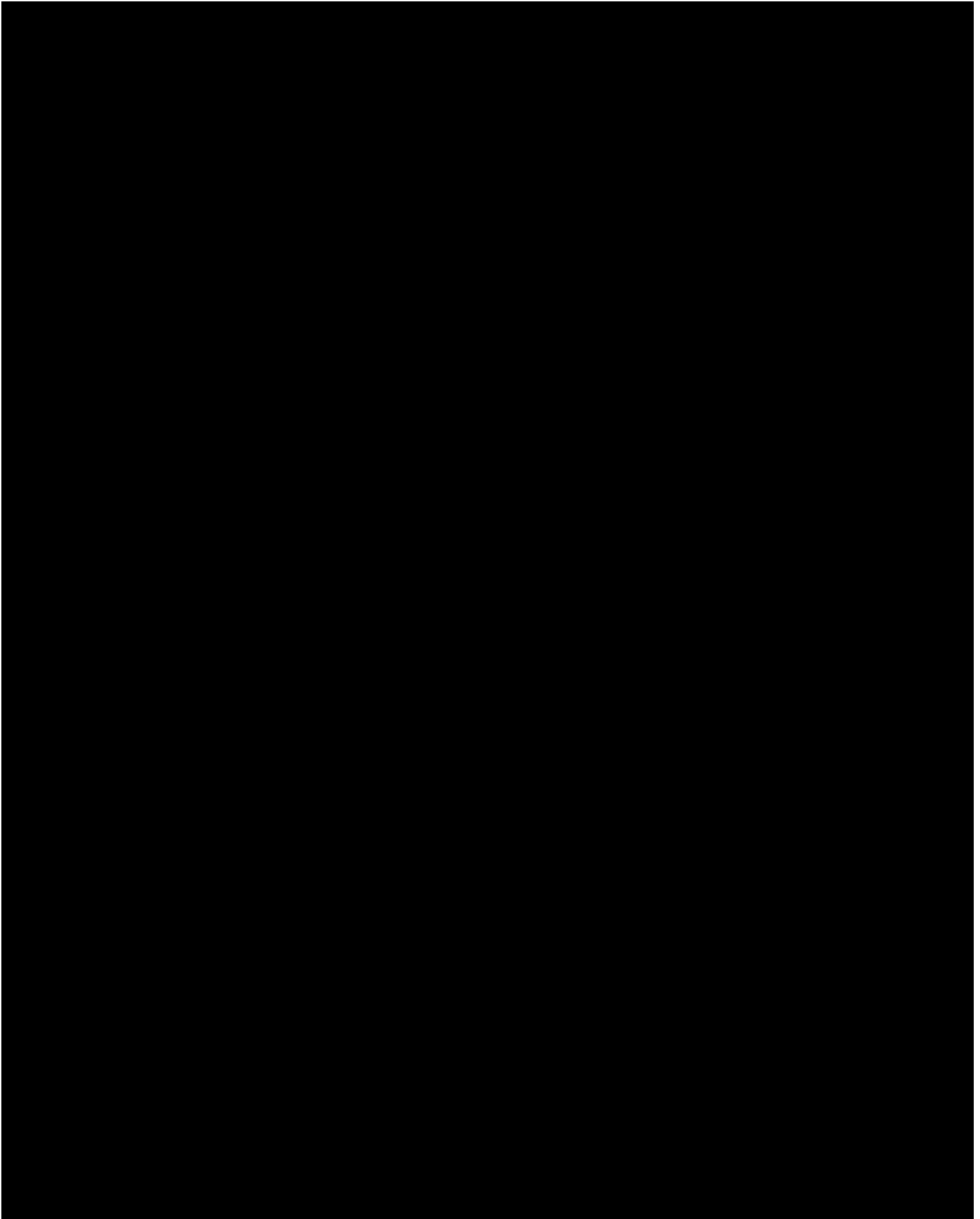


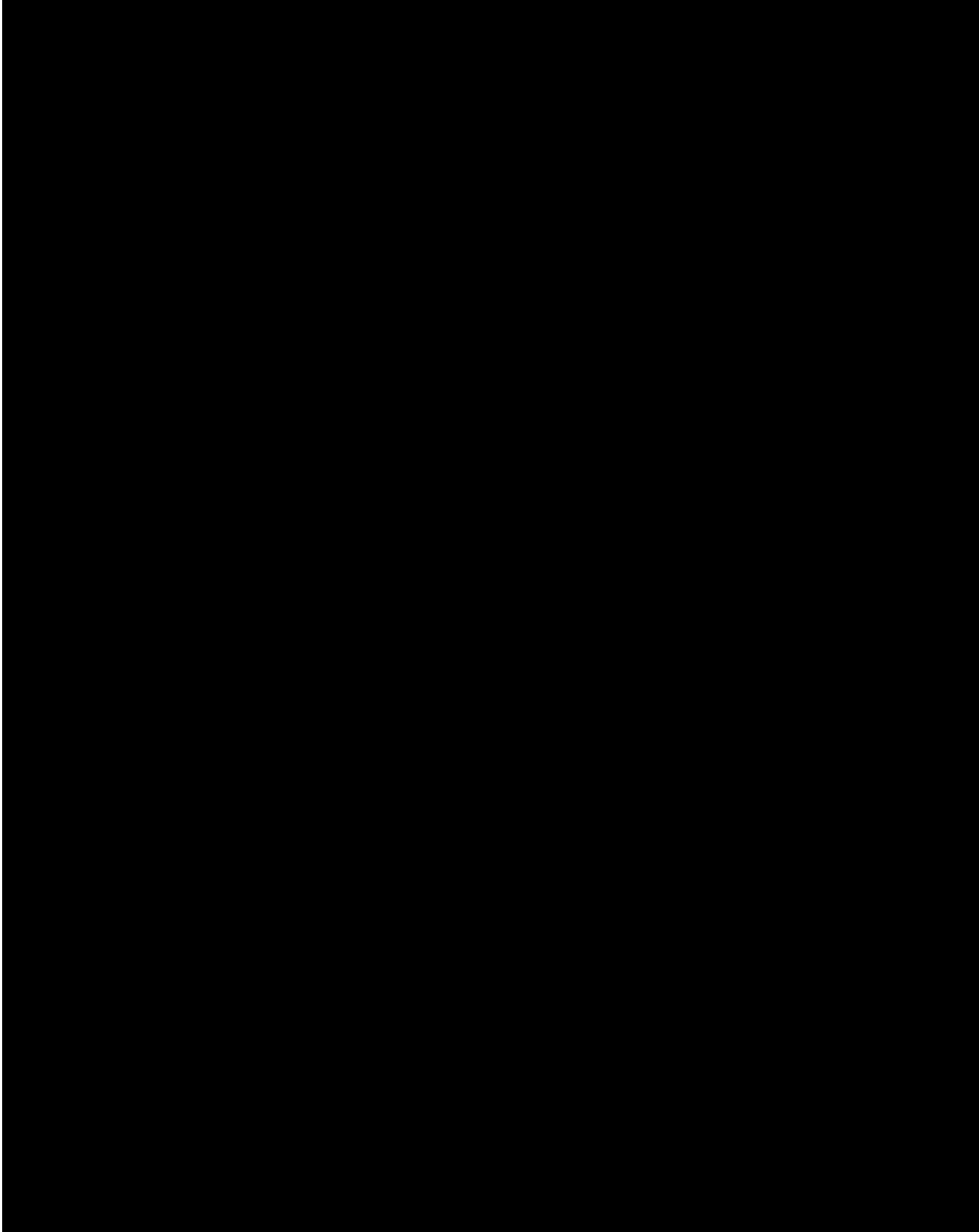


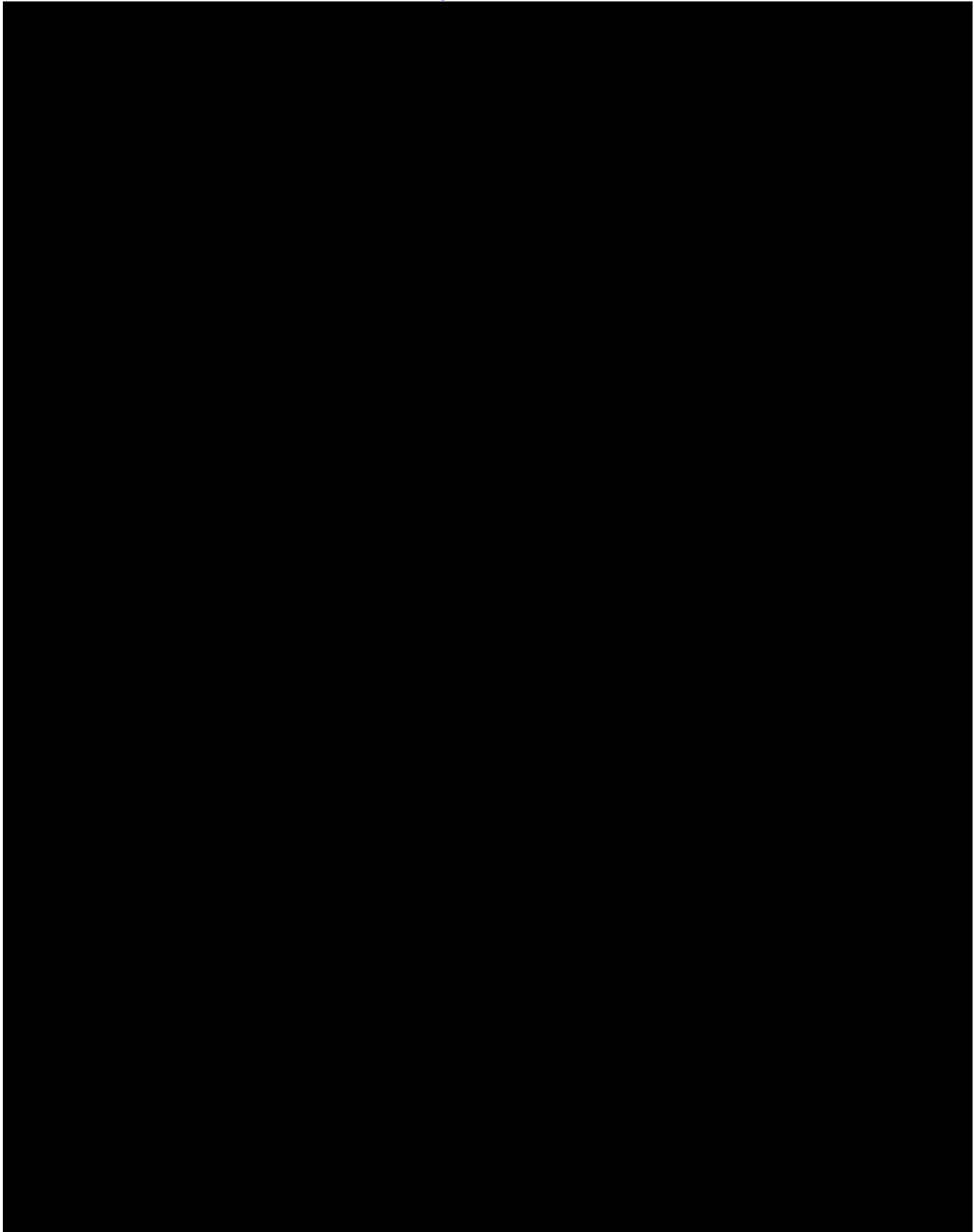


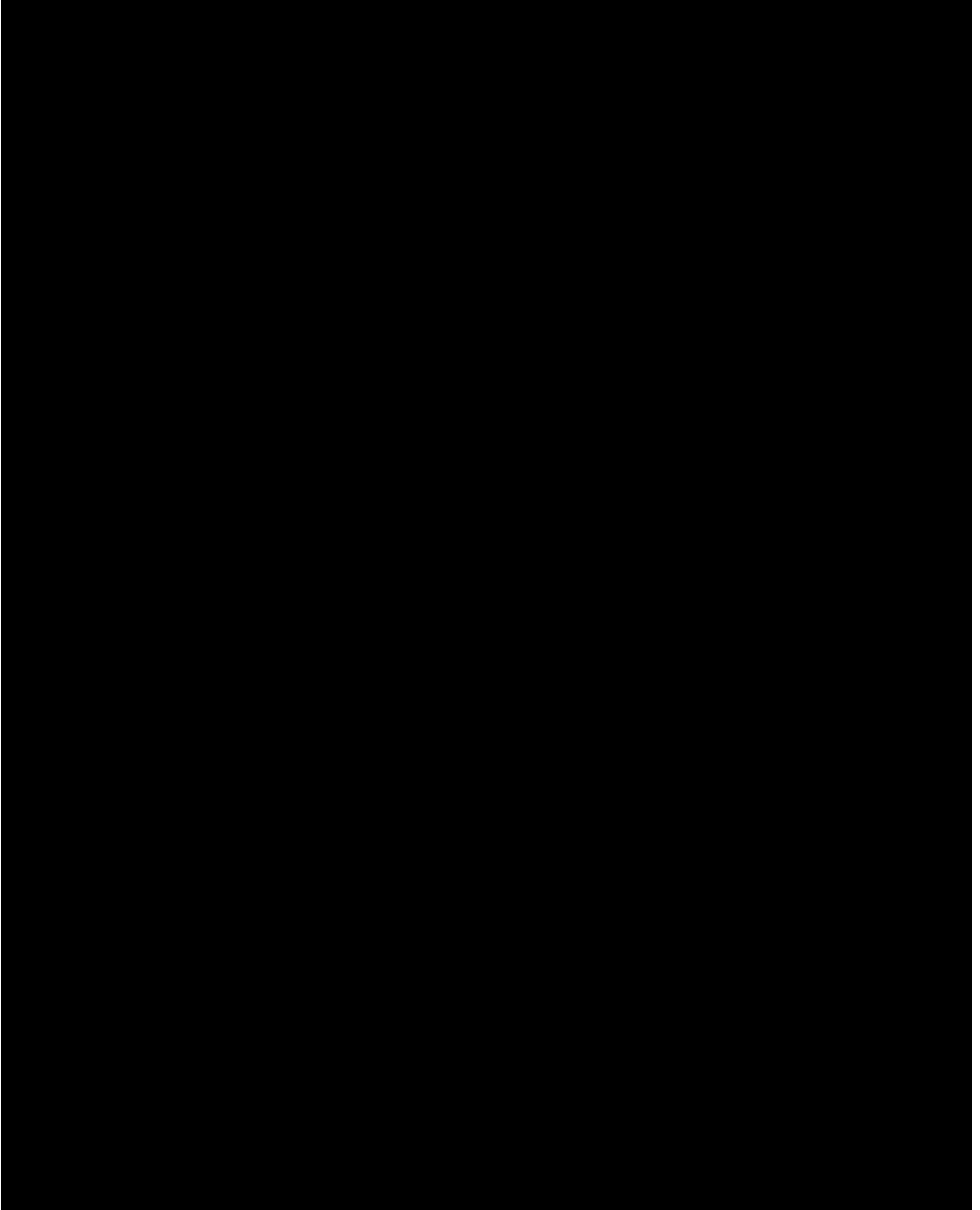


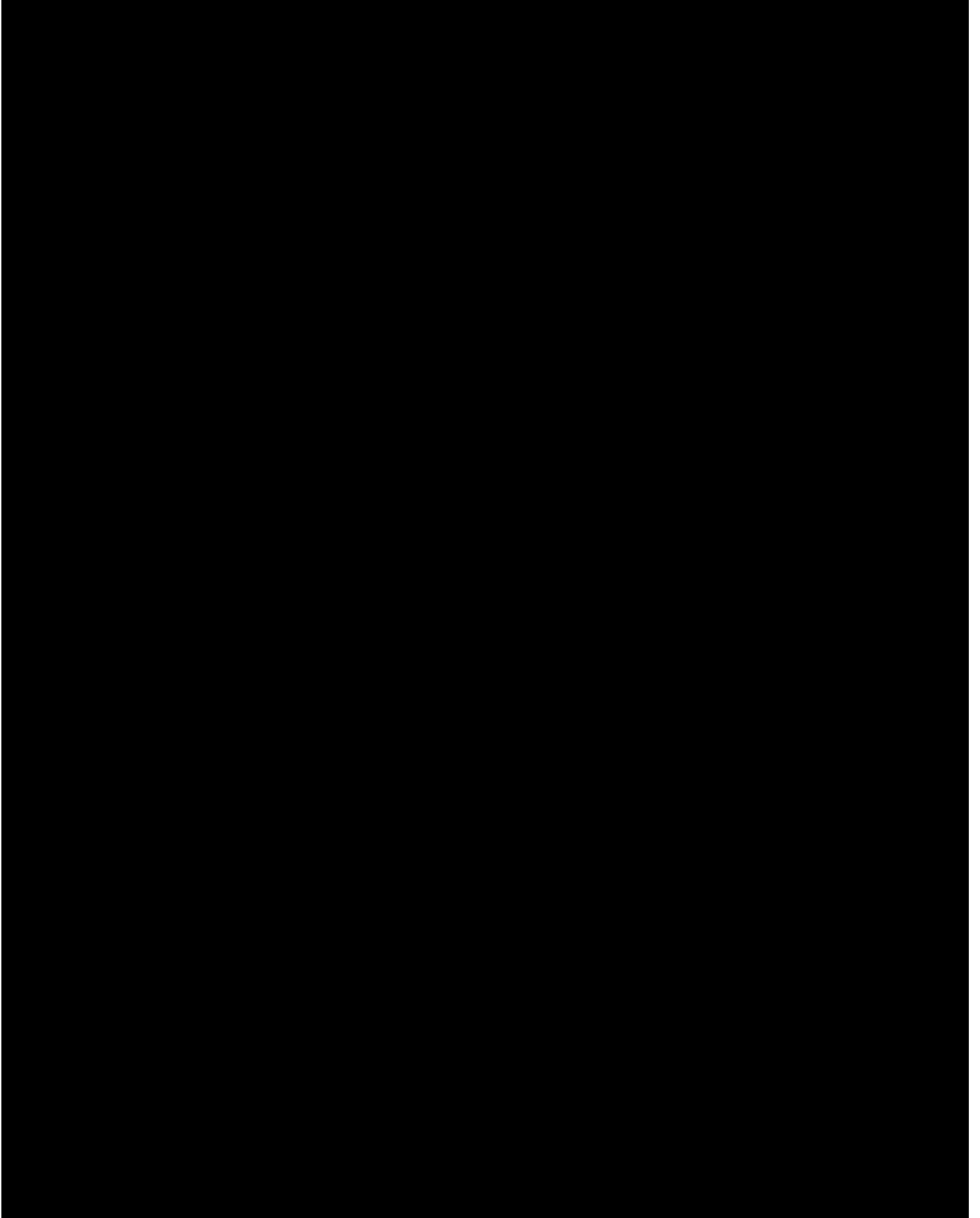


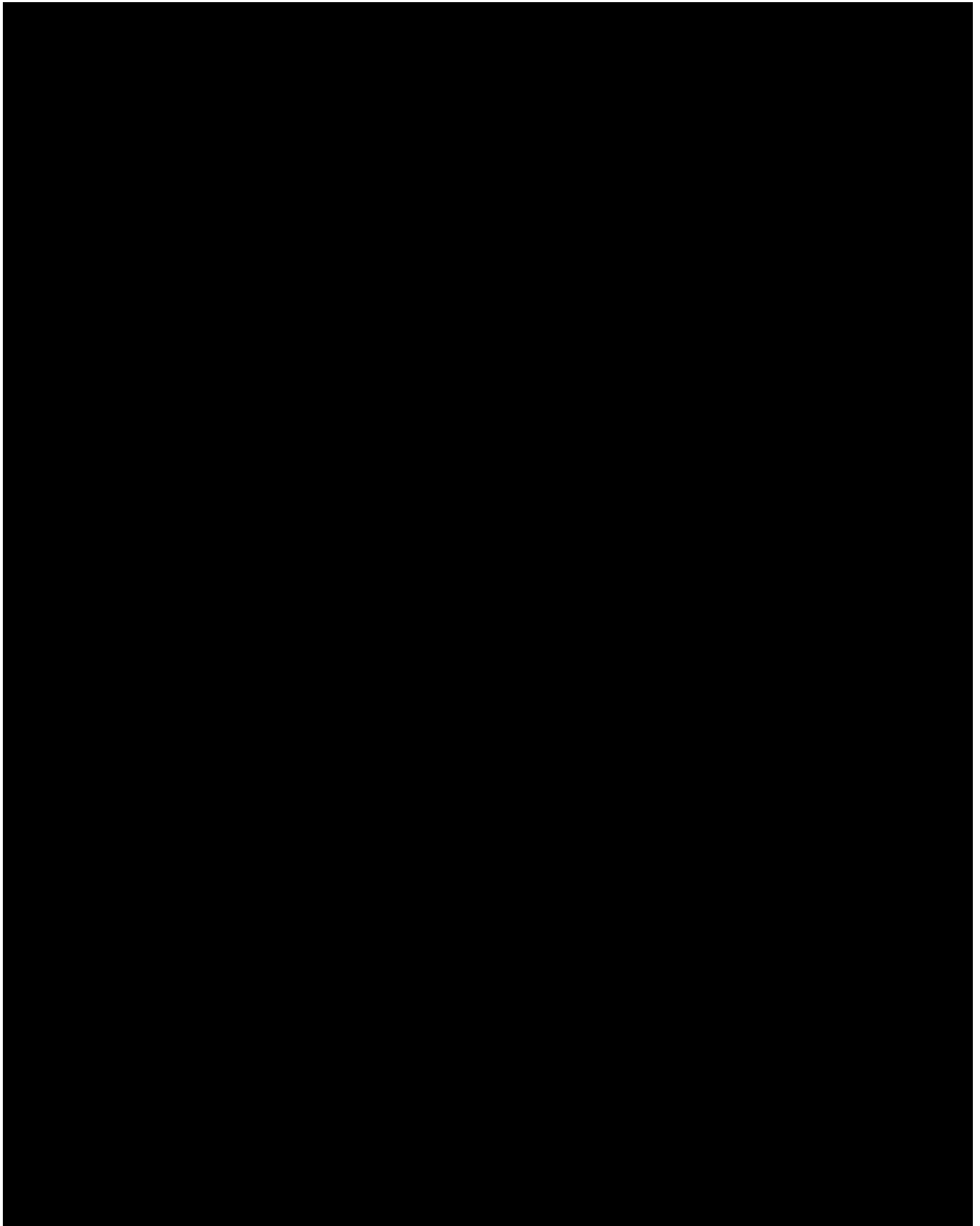


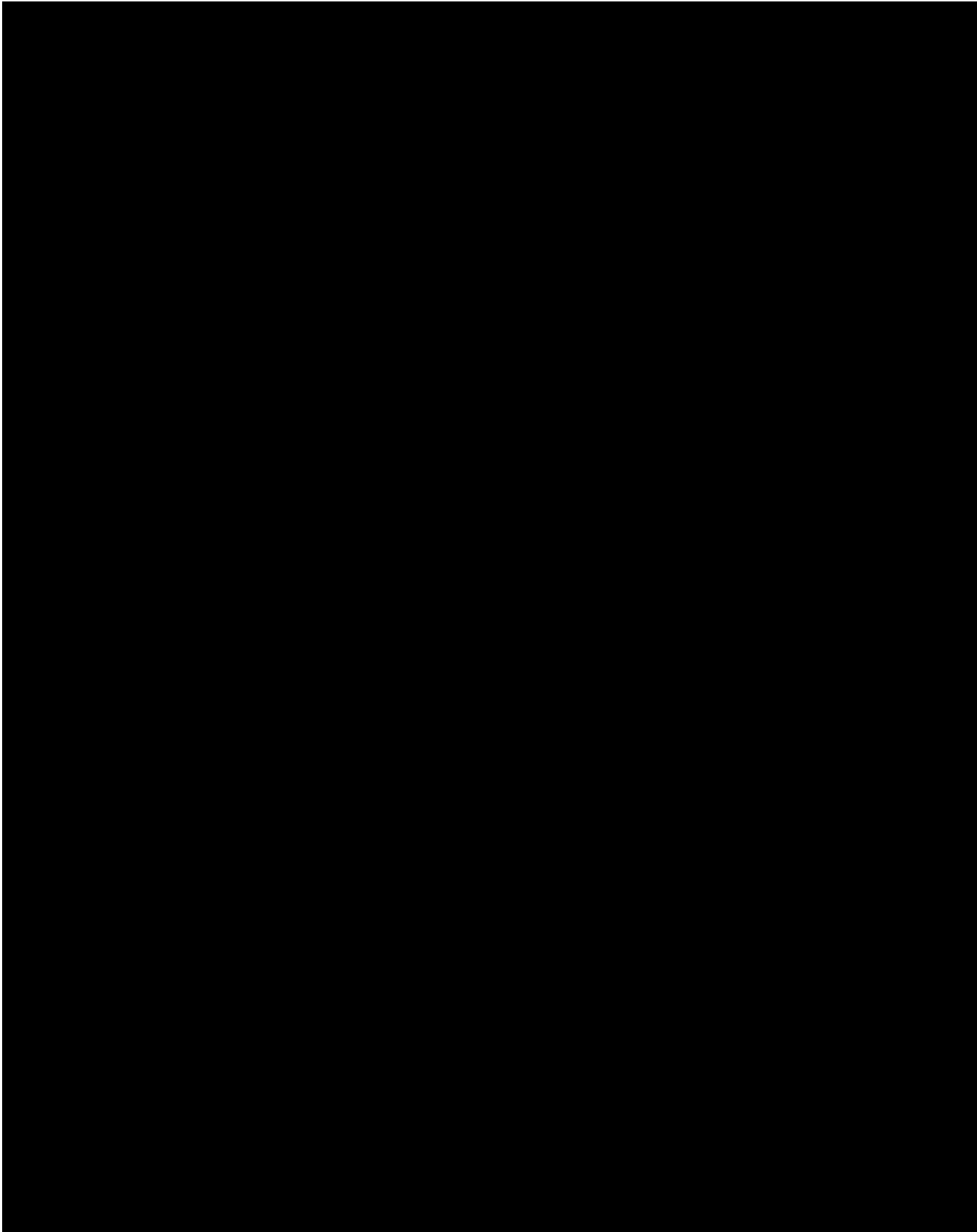


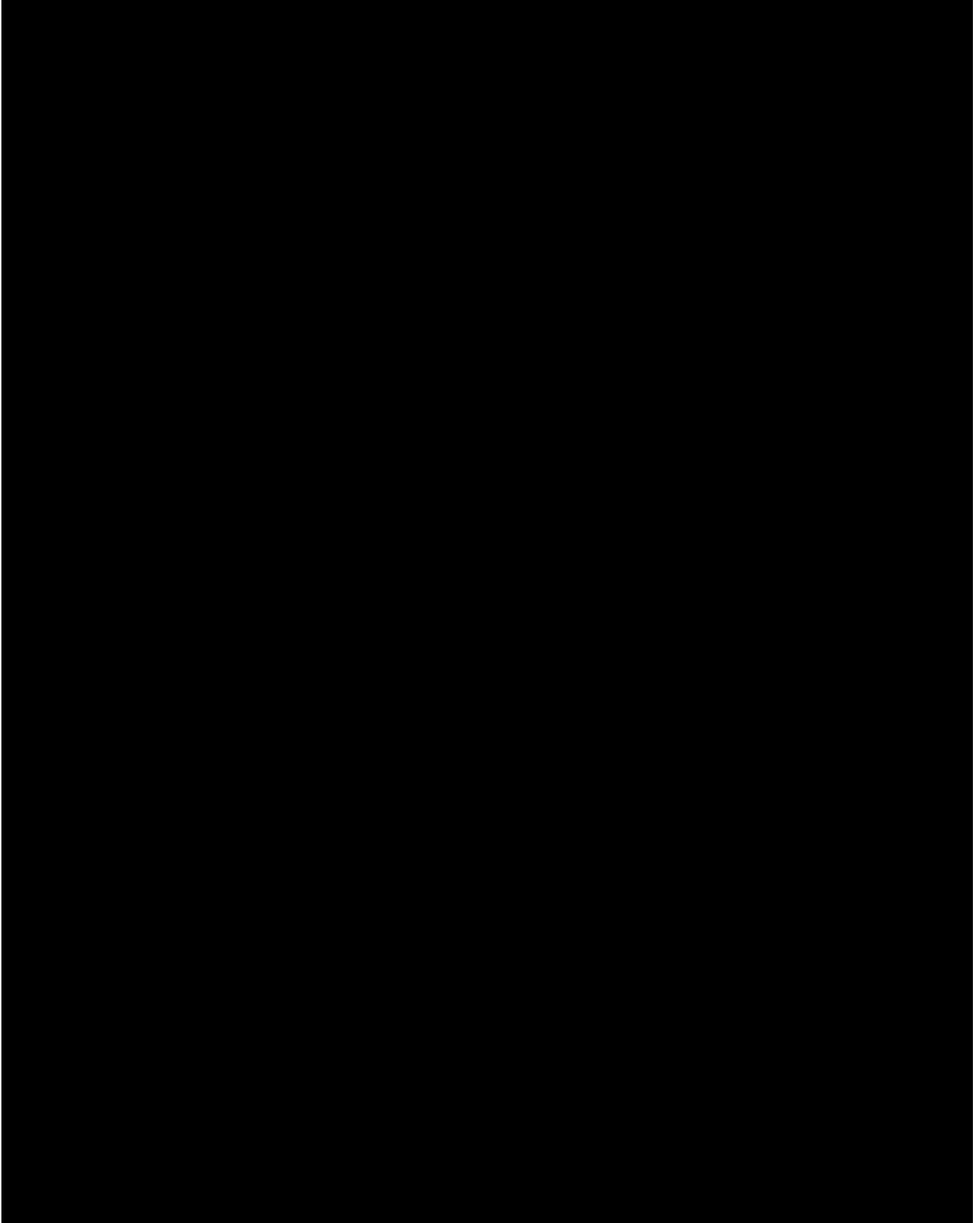


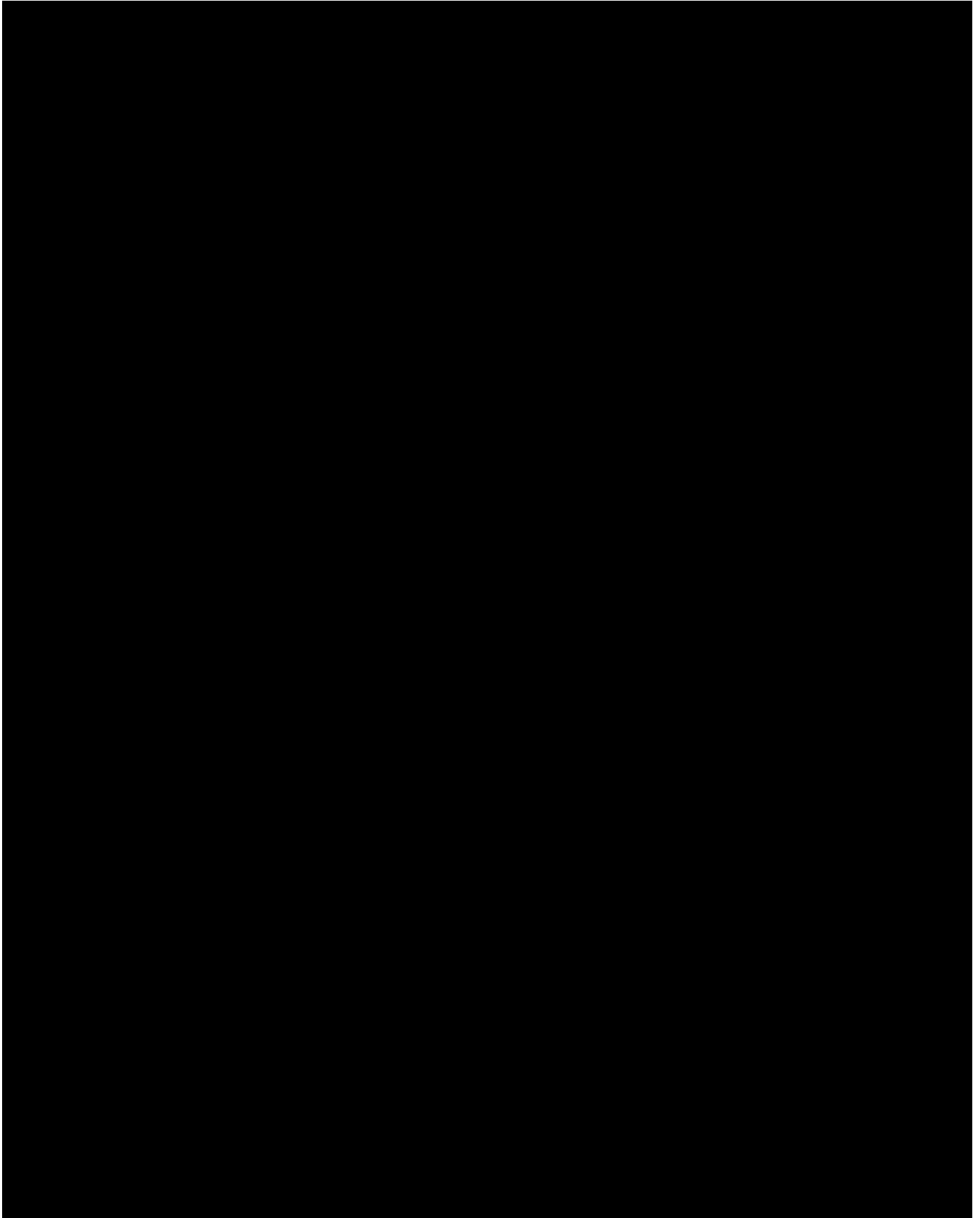


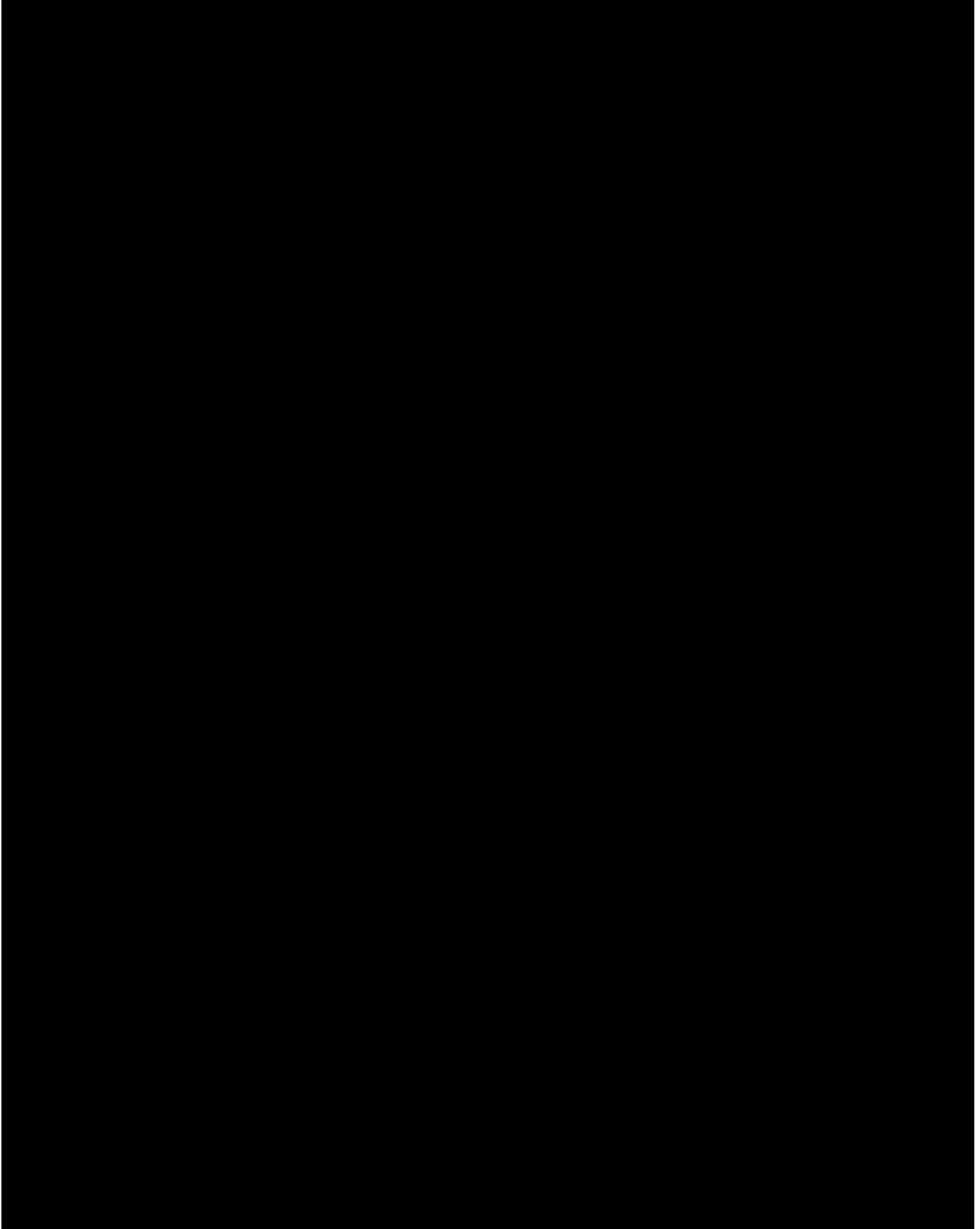


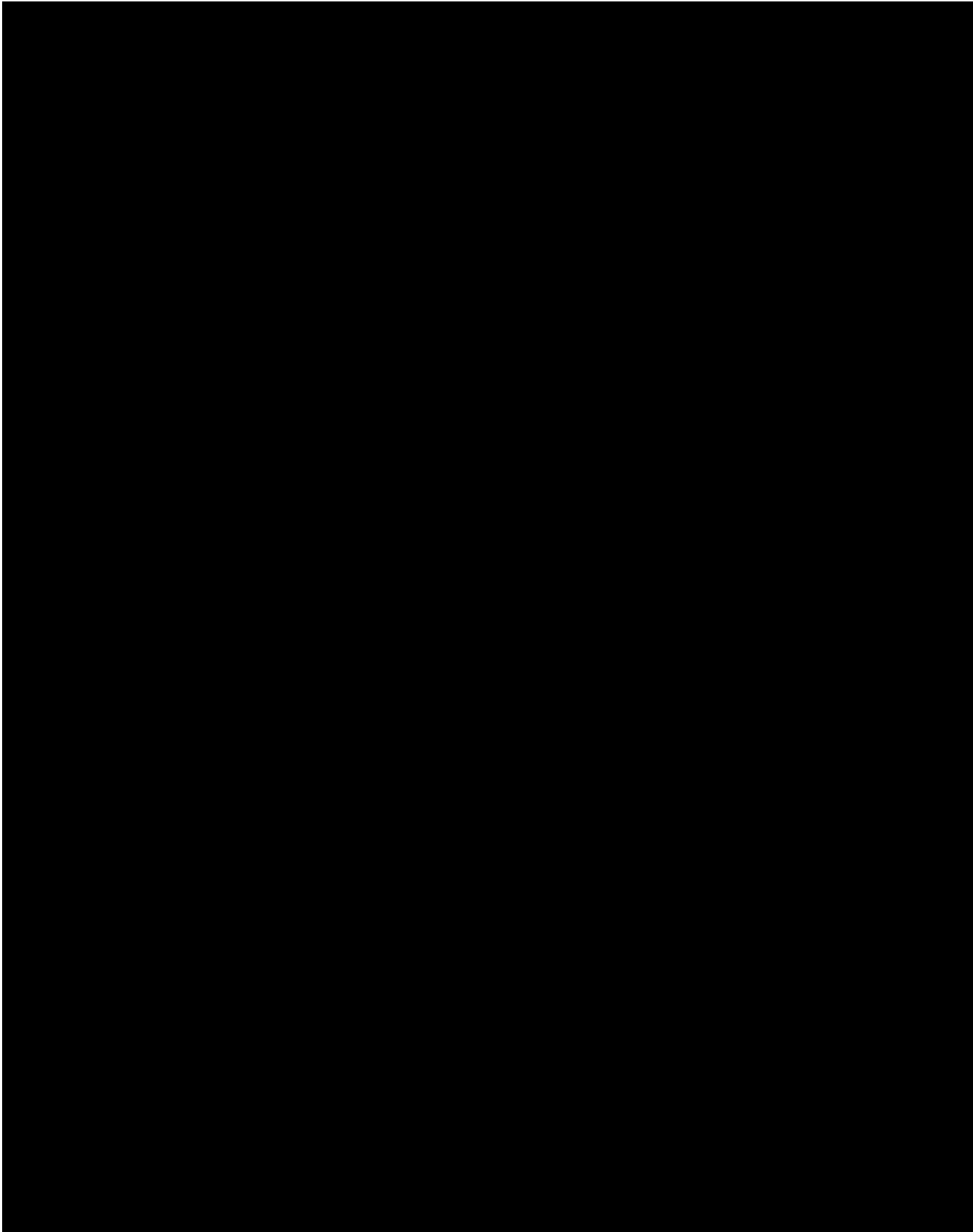


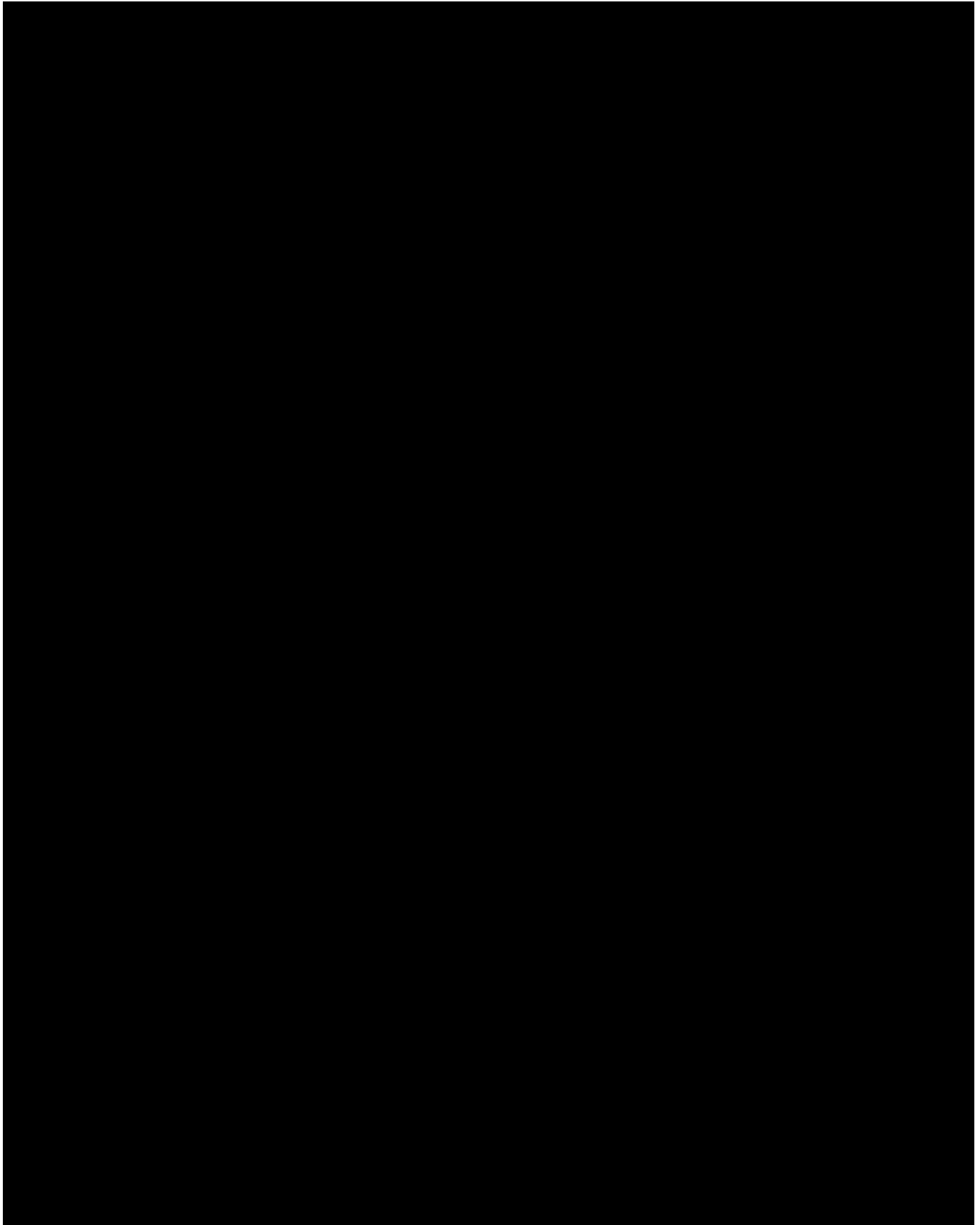


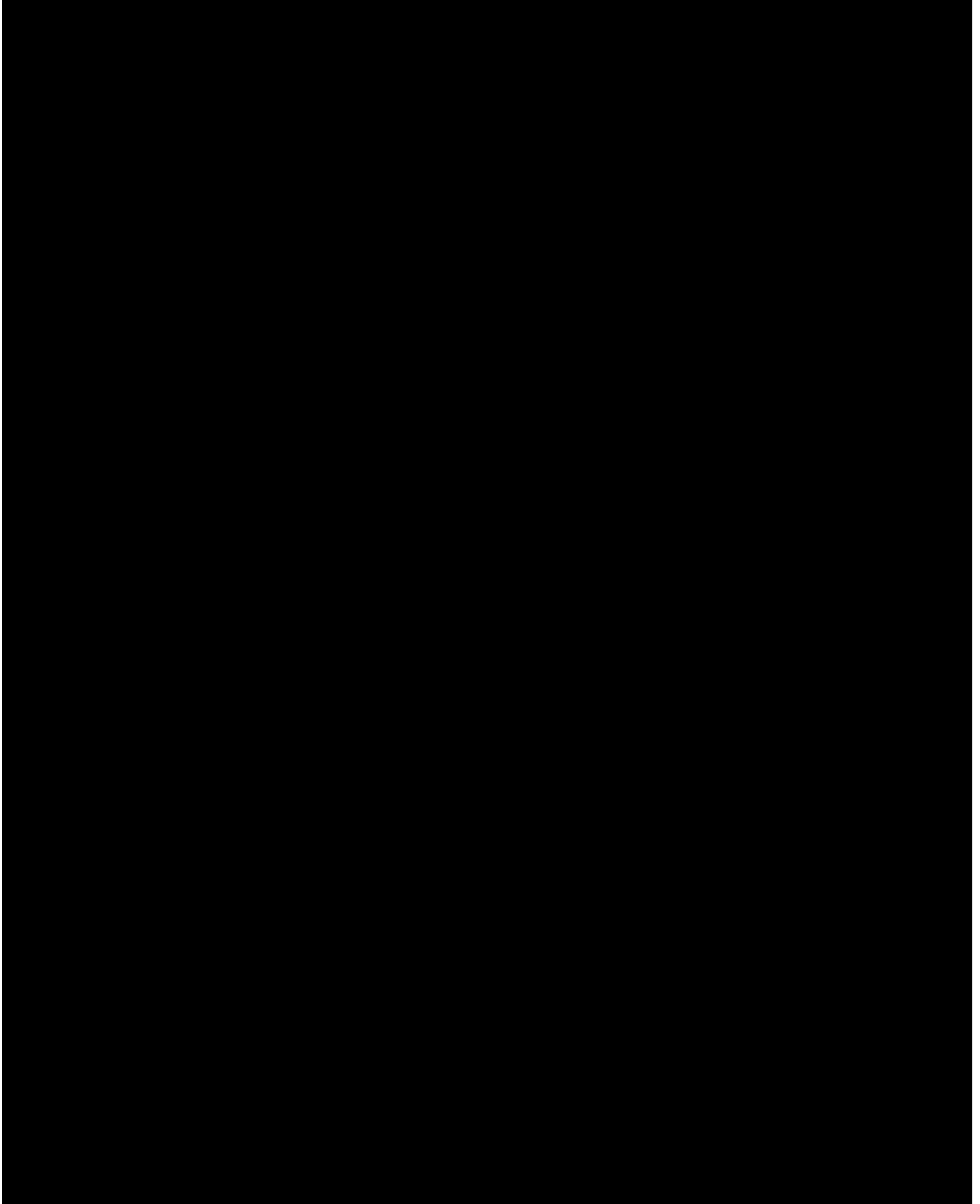


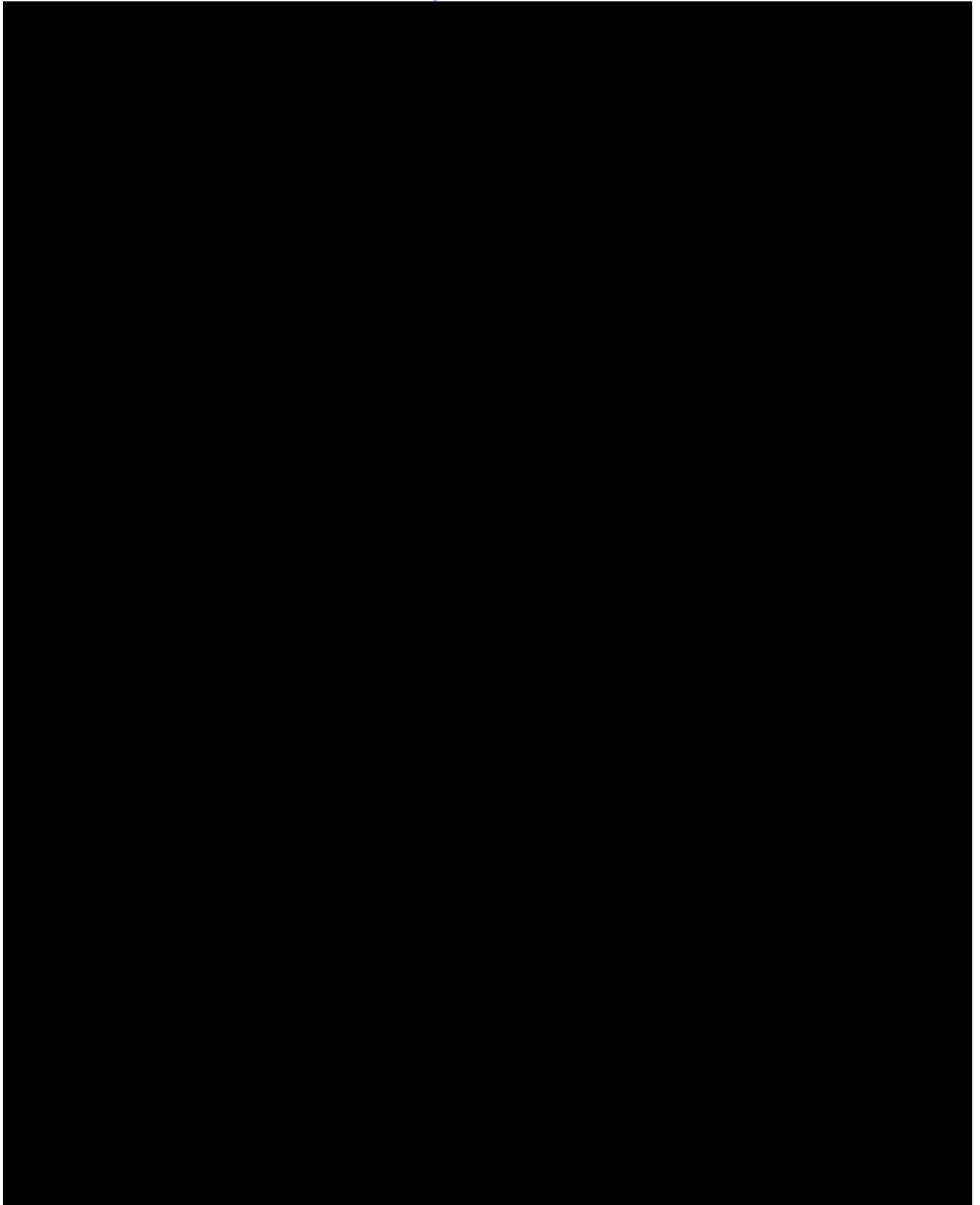


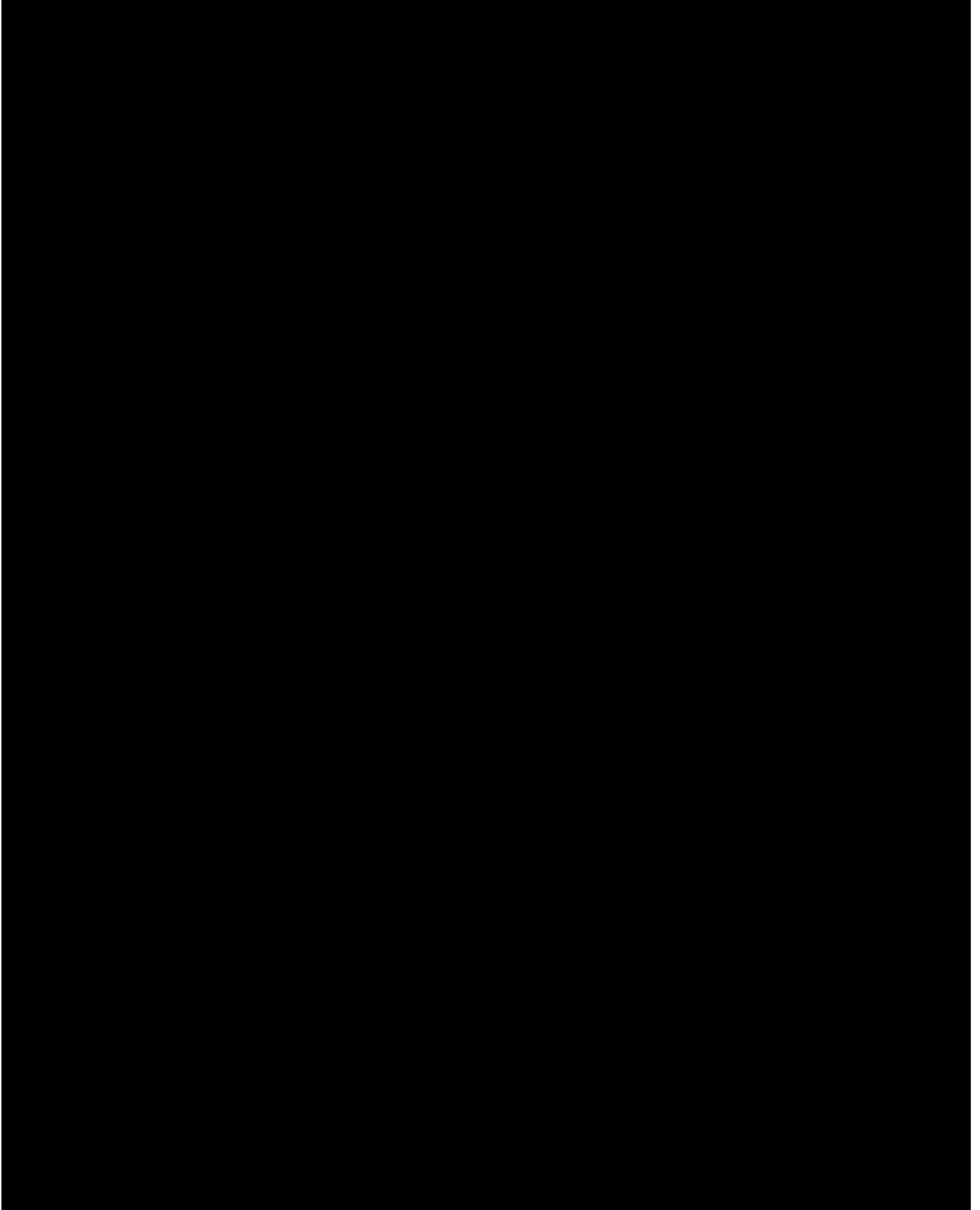


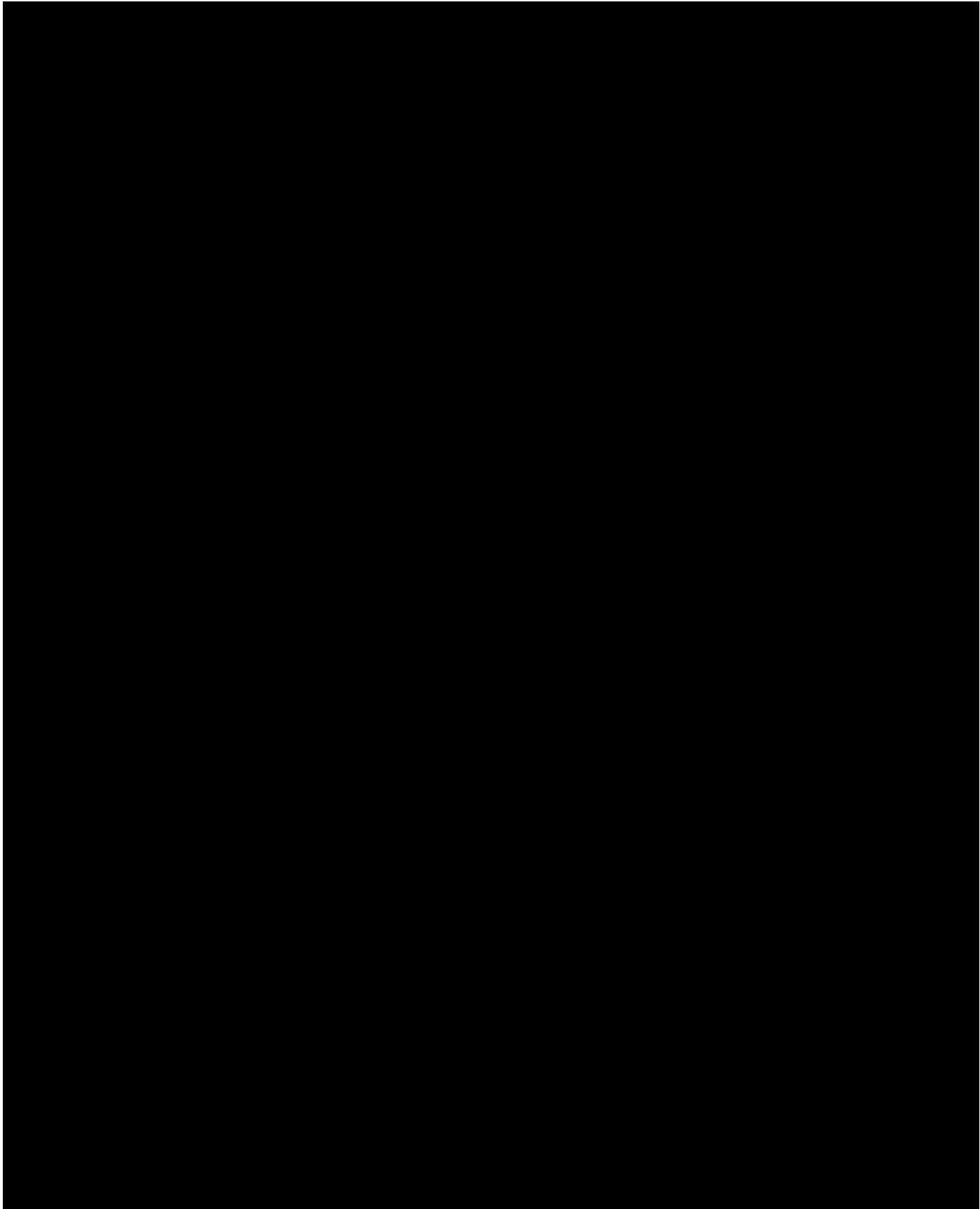


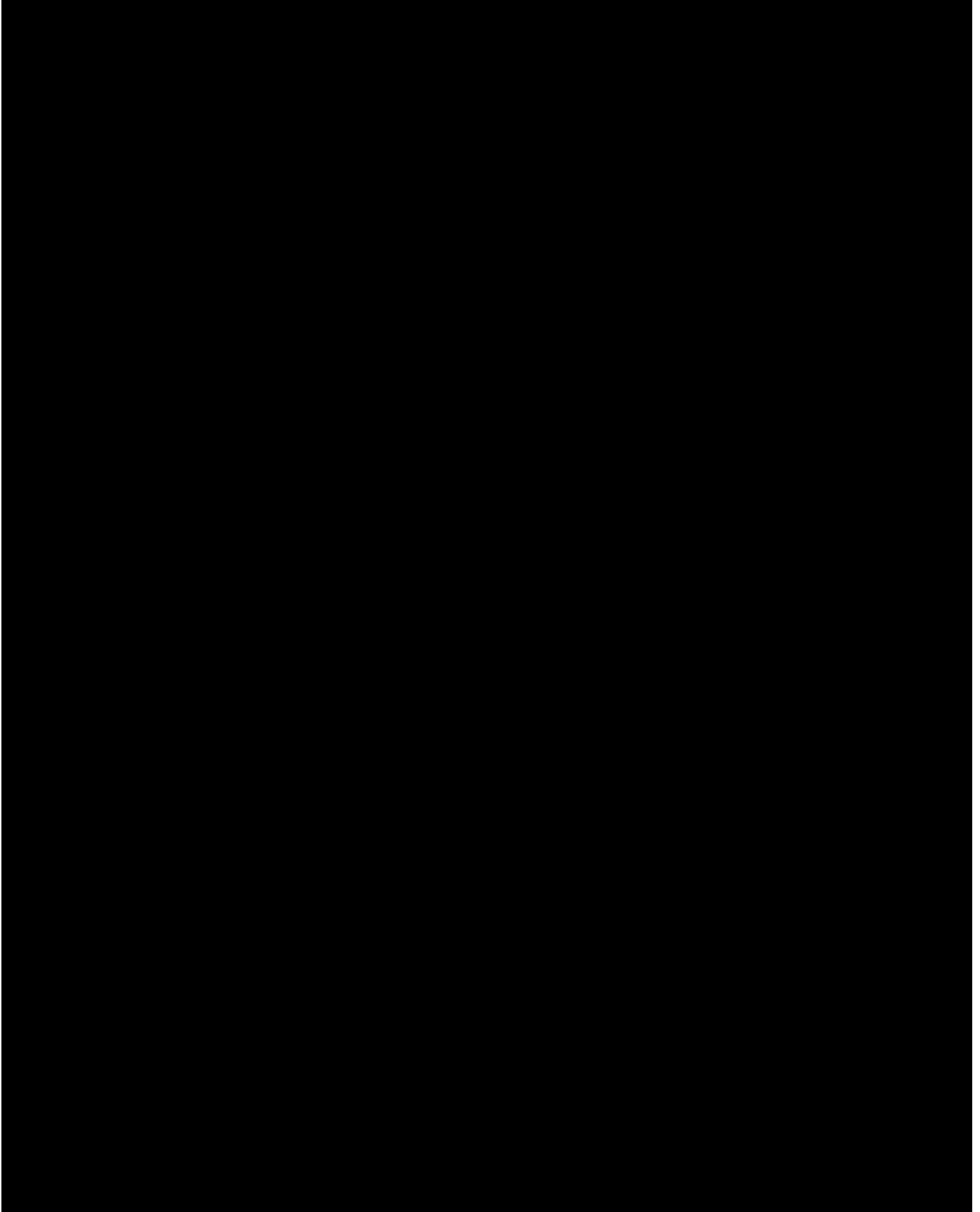


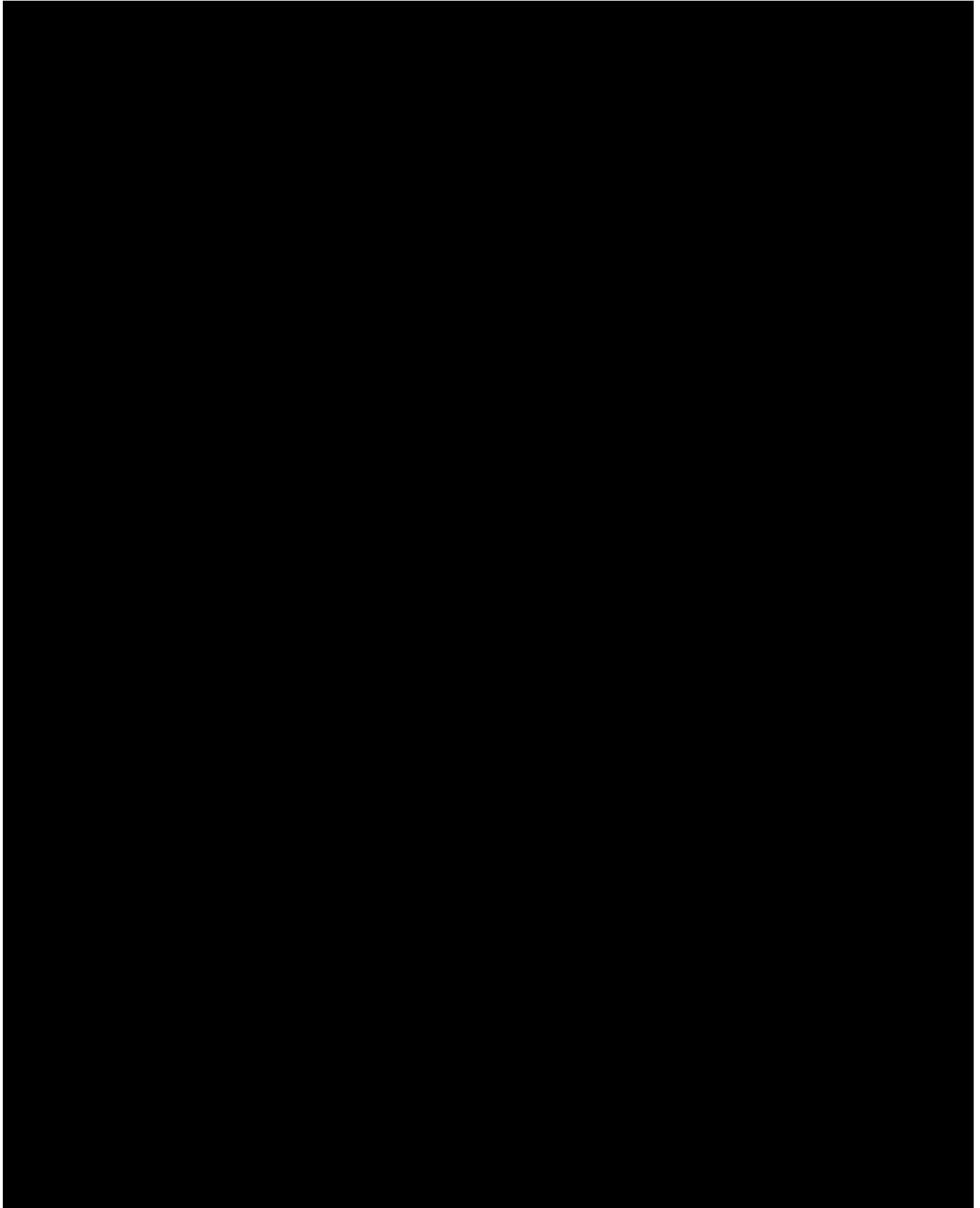


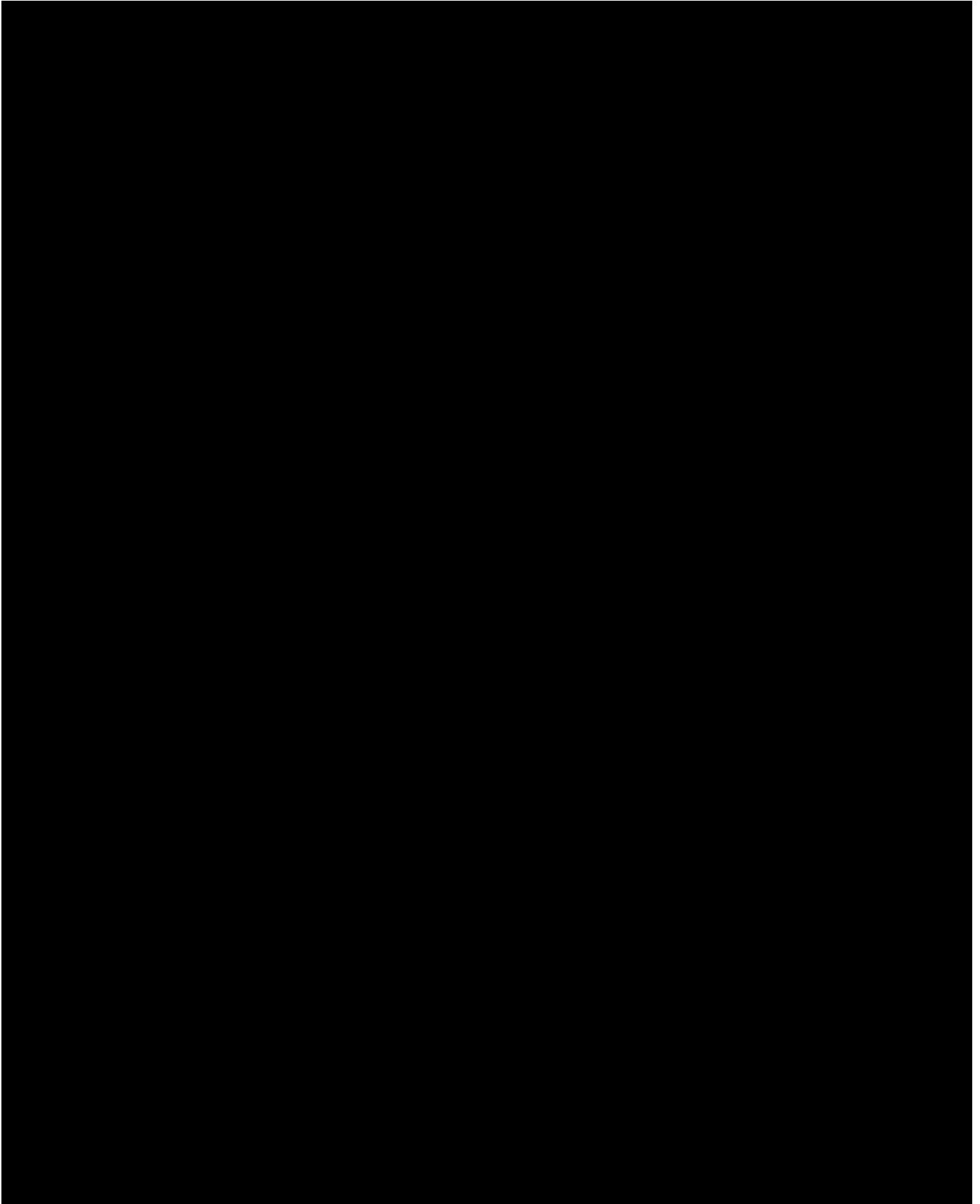


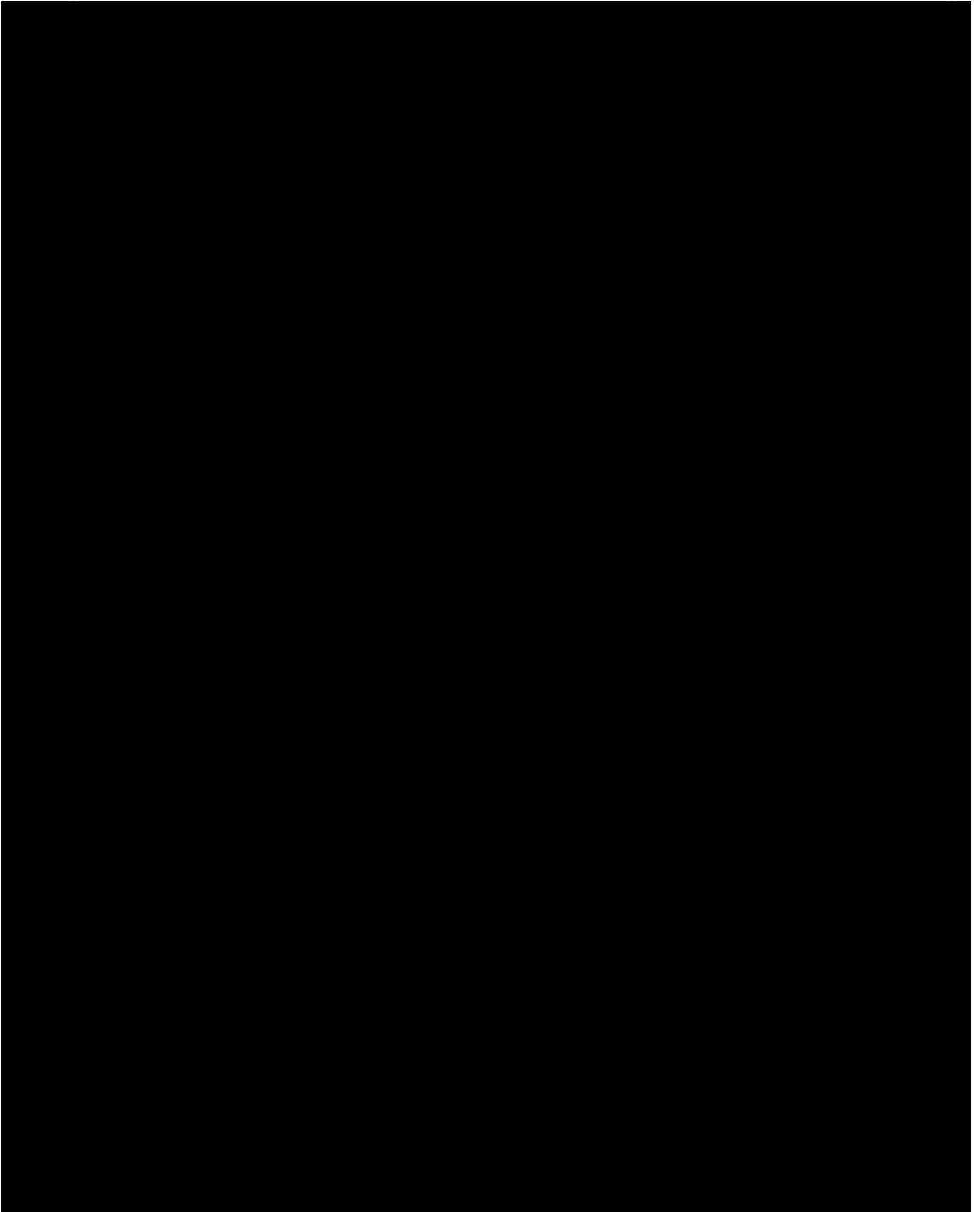


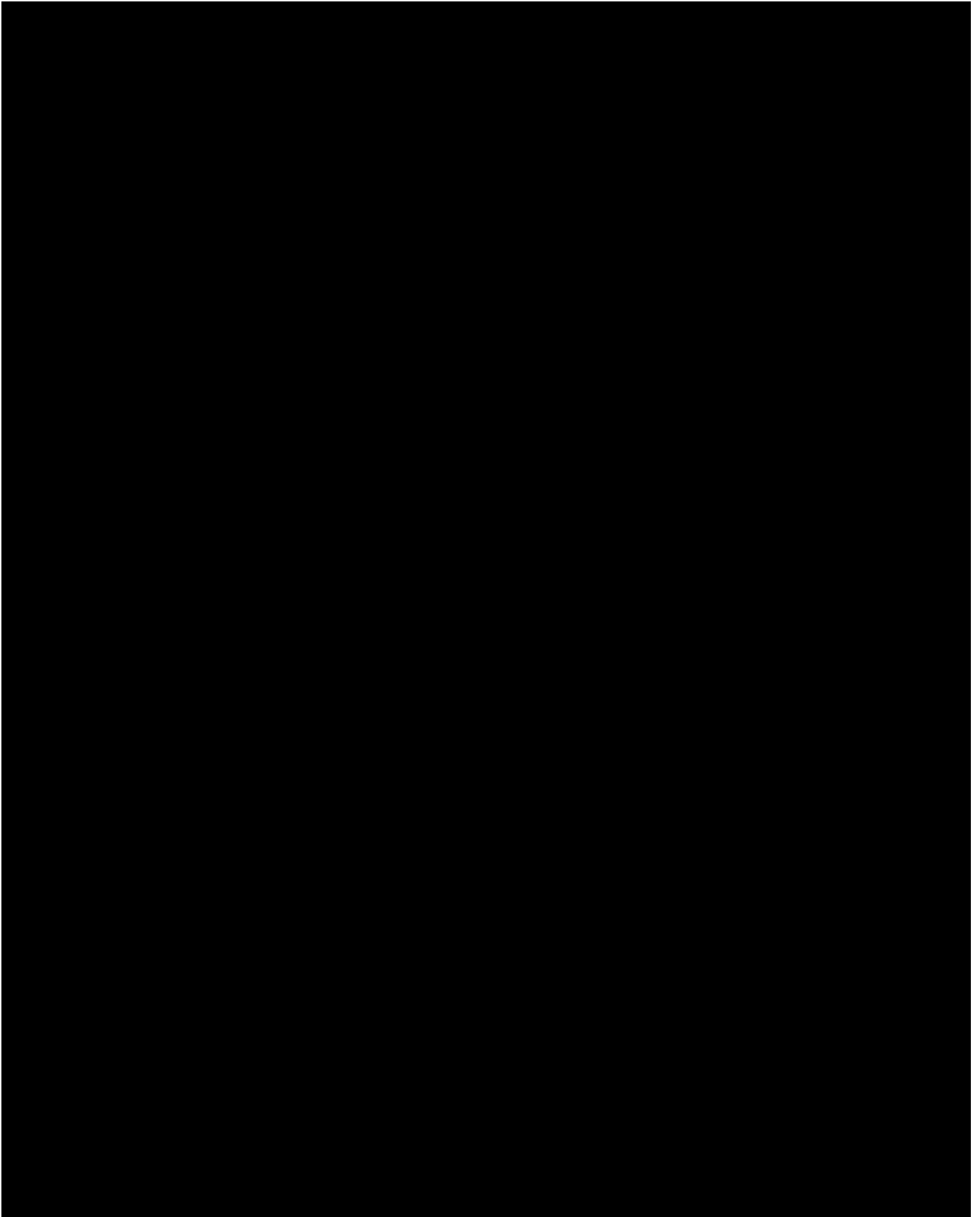


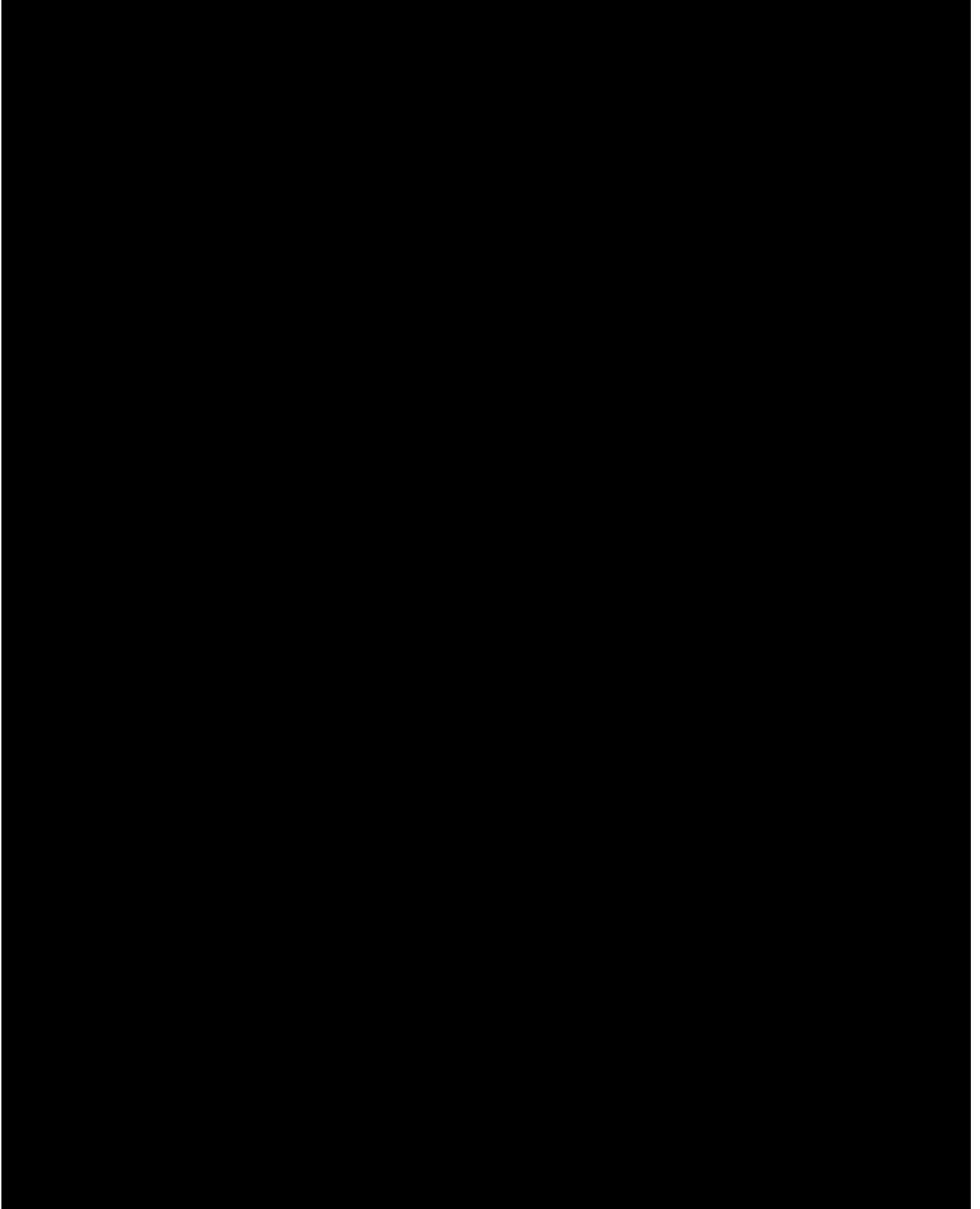


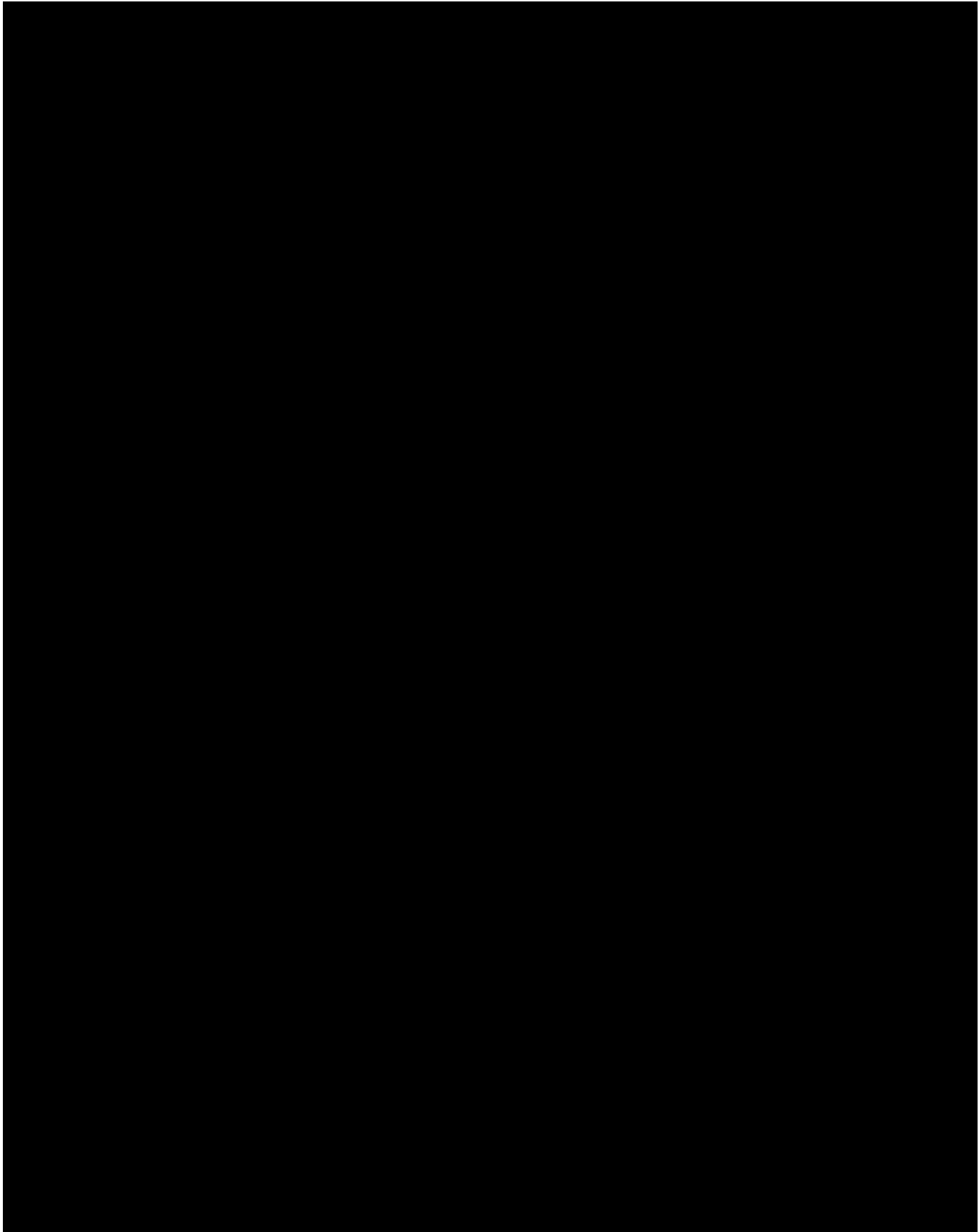


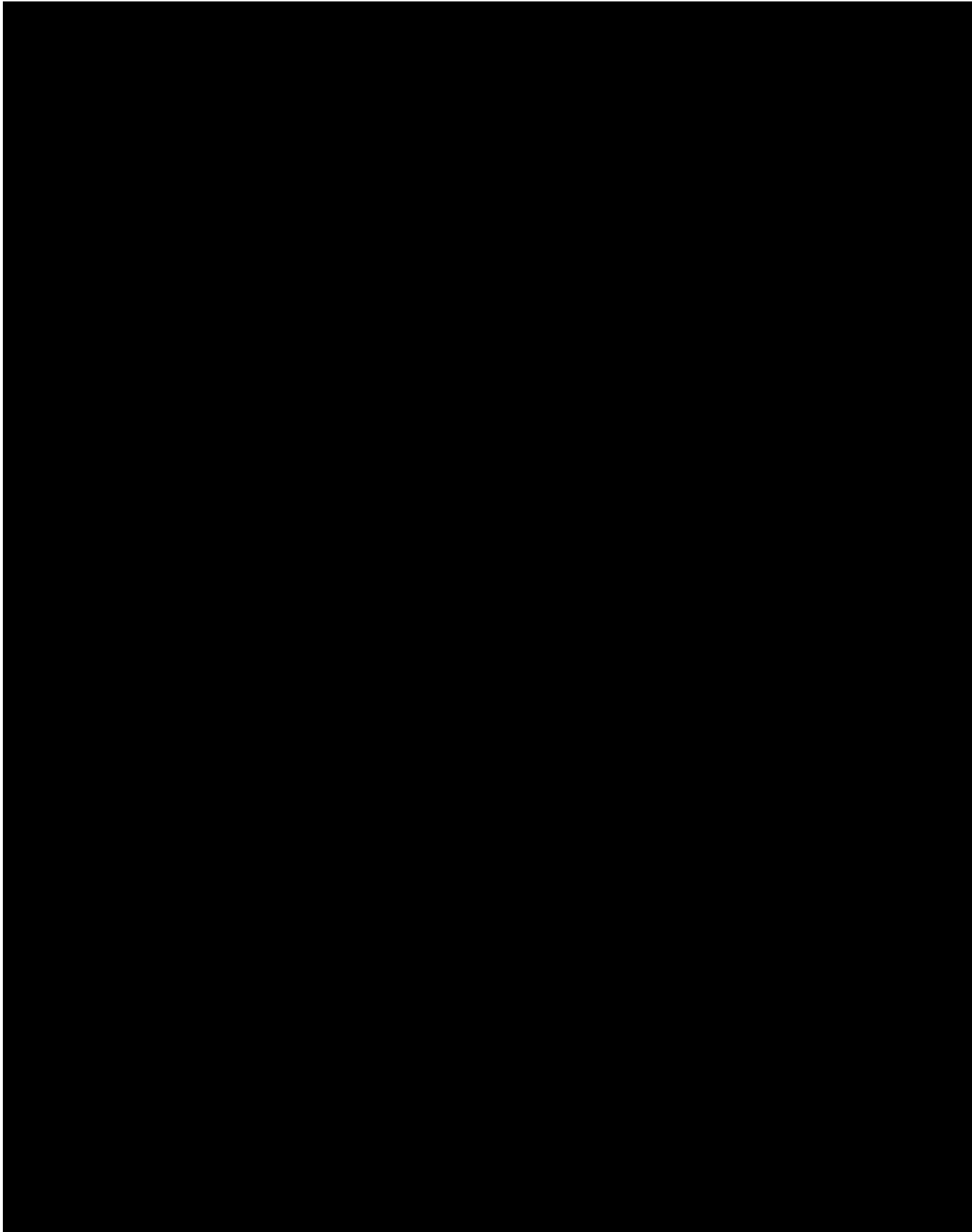


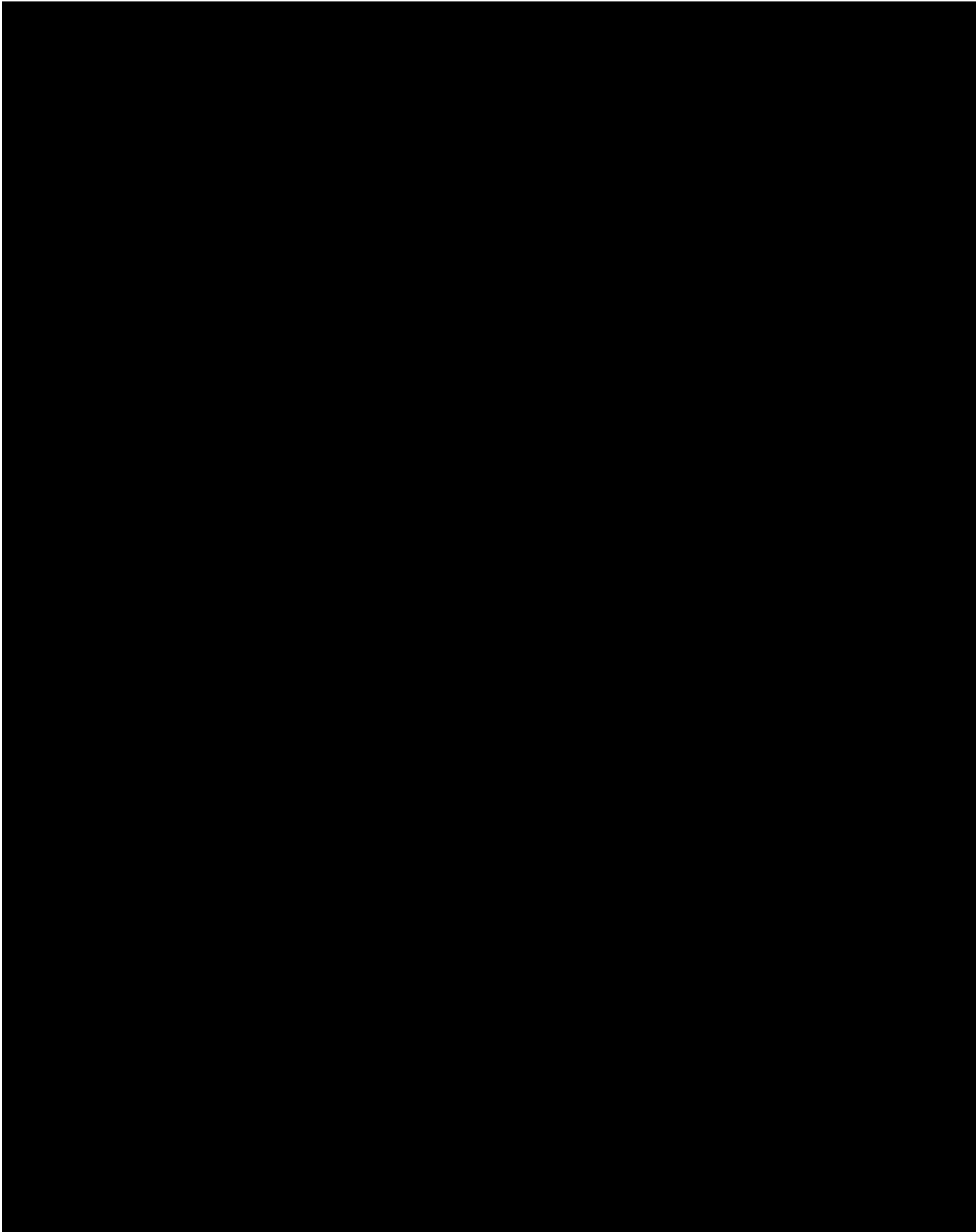












CERTIFICATE OF REPORTER

STATE OF FLORIDA

COUNTY OF DUVAL

I, Sherri Martin, Certified Shorthand Reporter, do hereby certify that I was authorized to and did stenographically report the foregoing deposition in stenotype; and that the foregoing pages, numbered from 1 to 245, inclusive, are a true and correct transcription of my shorthand notes of said deposition.

I further certify that said deposition was taken at the time and place hereinabove set forth and that the taking of said deposition was commenced and completed as hereinabove set out.

I further certify that I am not an attorney or counsel of any of the parties, nor am I a relative or employee of attorney or counsel of party connected with the action, nor am I financially interested in the action.

The foregoing certification of this transcript does not apply to any reproduction of the same by any means unless under the direct control and/or direction of the certifying reporter.

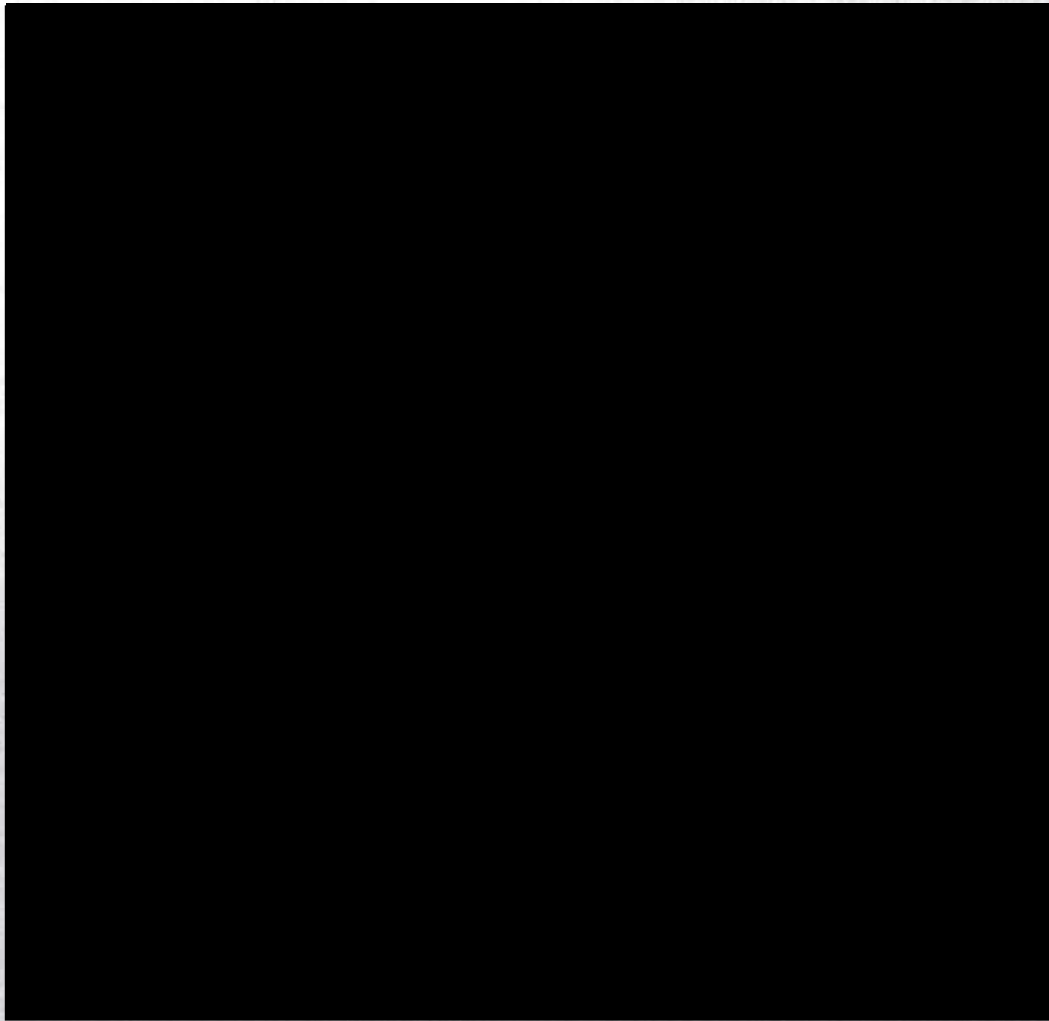
IN WITNESS WHEREOF, I have hereunto set my hand this 13th day of May, 2024.

A handwritten signature in blue ink, appearing to read "Sherri Martin", is written over a faint rectangular background.

Sherri Martin, CSR

Errata for Deposition of Renee Johnson, May 7, 2024

Page Line(s)	Change	Reason
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In accordance with the Rules of Civil Procedure, I have read the entire transcript of my testimony or it has been read to me. I have listed my changes on the above Errata Sheet, listing page and line numbers. I request that these changes be entered as part of the record of my testimony, and request and authorize that this Errata Sheet be appended to the transcript of my testimony and be incorporated therein..

Executed this 5th day of June, 2024.



Renee Johnson