1 2 3 4 5 6	Charles D. Marshall (State Bar No. 236444)  MARSHALL LAW FIRM  2121 N. California Blvd., Suite 290  Walnut Creek, CA 92596  Telephone: (925) 575-7105  Facsimile: (855) 575-7105  cdm@marshall-law-firm.com  Attorney for Plaintiff RON DAVIS						
7	UNITED STATES	DISTRICT COURT					
8	NORTHERN DISTRICT OF CALIFORNIA						
9							
10	RON DAVIS, an individual, on behalf of	Case No. 3:13-cv-5125-CRB					
11	himself and all others similarly situated,	DECLADATION OF CHARLES D					
12	Plaintiff, vs.	DECLARATION OF CHARLES D. MARSHALL IN SUPPORT OF MOTION FOR AN AWARD OF ATTORNEY'S					
13	VISA, INC., a Delaware corporation,	FEES AND COSTS AND AWARD OF SERVICE AWARD TO NAMED					
14	Defendant.	PLAINTIFF					
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16		Hearing Date: March 20, 2015 Hearing Time: 10:00 a.m.					
17 18		Judge: Hon. Charles R. Bryer Trial Date: None Set					
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I, Charles D. Marshall, hereby declare as follows:

- 1. I am the owner of the Marshall Law Firm, counsel for Plaintiff Ron Davis and the Class in this class action against VISA, Inc. ("VISA"). I am submitting this Declaration in support of Plaintiffs' motion for an award of attorneys' fees and expenses and named plaintiff's incentive award.
- 2. I am a recognized member of the class action bar and have had significant involvement in large, complex class actions. The firm's practice involves class actions and I have substantial experience in consumer class action cases. My firm's resume, which includes my professional biography, is attached hereto as Exhibit 1.
- 3. The Marshall Law Firm performed the following professional services for the benefit of the certified class in this action: During this litigation, I performed substantial work on behalf of the class. After I was first contacted by Plaintiff Davis about VISA's refusal to reimburse his claim against VISA's Collision Damage Waiver benefit ("CDW Benefit") for damage to a rented Zipcar, I conducted extensive factual and legal investigations into the nature of the Plaintiff's CDW Benefit claim as well as VISA's obligations under the CDW Benefit, VISA's representations, and various state and federal laws. I obtained documents and information from other class members and public forums to develop a history and trajectory of the complaints customers had about the CDW Benefit, as well as to gain an understanding of the policy and manner of VISA's denial of the benefit to determine whether the denial was such that could be pursued under the theories ultimately alleged in the complaint. I also communicated with many VISA cardholders who related to me their stories of CDW Benefit denials and presented me with submitted claims and VISA's responses and denial letters to better understand and develop the legal theories set forth in the complaint. Ultimately, this investigation led to drafting the initial complaint, which was filed on November 4, 2013. That complaint alleged that the failure to cover

Zipcar rentals under the Benefit constituted violations of California's Unfair Competition Law ("UCL") Cal. Bus. & Prof. Code § 17200 *et seq.* and California's Consumer Legal Remedies Act ("CLRA"), Cal. Civ. Code § 1750 *et seq.*; as well as alleging claims for breach of contract, breach of the implied covenant of good faith and fair dealing, and a claim for declaratory relief.

- 4. VISA responded to the complaint with a motion to dismiss. After extensive evaluation of the motion and the complaint, and in an effort to streamline the litigation, I drafted and filed on behalf of Plaintiff an amended complaint which, among other things, added additional facts to address VISA's concerns in its motion. That complaint, filed on February 28, 2014, alleged claims under the fraud and unfair prongs of the UCL, for breach of contract and for breach of the duty of good faith and fair dealing.
- 5. VISA responded to that amended complaint with a second motion to dismiss, which was fully briefed and argued before this Court. On April 18, 2014, the Court granted in part and denied in part VISA's Motion to Dismiss, dismissing claims under the fraud prong of the UCL, but allowing claims under the UCL unfair prong to proceed, as well as the claims for breach of contract and breach of the covenant of good faith and fair dealing.
- 6. Prior to the ruling, the parties began comprehensive discussions regarding the underlying factual allegations and potential settlement options. The parties agreed to and scheduled mediation with the Honorable Rebecca Westerfield (Retired). In preparation for mediation, the parties engaged in multiple discussions regarding what documentation was needed to make the most of the mediation. I gathered, prepared and provided VISA with documents relating to Plaintiff Davis' claims and supporting the theories in the complaint. I also spent significant time reviewing, analyzing and cataloguing the documents VISA provided in relation to the legitimacy of Plaintiff's claims, the scope of the class, claims made by other class members, and the procedure VISA undertook to identify those class members in preparation for the

mediation. I also prepared arguments relating to each claim, the likelihood of success, and several ranges of settlement options. Indeed, prior to the meditation, I engaged in multiple conferences with VISA's counsel discussing these matters in an effort to reach agreement on as many issues as possible, leaving only the truly contested matters for mediation.

- 7. In June, after a full day of mediation, the parties reached an agreement in principle for a class settlement. Negotiations for fees and expenses were adversarial, conducted at arm's-length, and conducted only after reaching an agreement on the monetary relief to the class and VISA's policy changes. Over the next couple months, the parties spent significant time negotiating the details of the claims process and the notice program, finally arriving at the Settlement Agreement filed with Plaintiff's motion for preliminary approval. I drafted the motion for preliminary approval and supporting papers, drafted and engaged in negotiations with VISA's counsel over the notice and claim forms, and prepared for and attended the preliminary approval hearing. Throughout all of these proceedings and circumstances, I continued to receive and field calls from interested class members and inform them of the status of the case as well as continue to gather facts and class member profiles to ensure I had the best understanding of the facts underlying the claims and relief desired by class members.
- 8. In connection with these activities, I spent at least 143.40 hours of professional time working for the benefit of the class, representing a lodestar of \$64,395.00 using my current hourly rate. This work was performed on a wholly contingent basis. I exercised reasonable billing judgment and reduced this amount by 7.1 hours equaling \$3,195.00 in lodestar. The result is that my lodestar is \$61,335.00, representing 136.3 hours of work. However, by agreement with VISA, the Marshall Law Firm only seeks \$57,520 in fees, which is the equivalent to 127.82 hours of work. I expect my firm will devote additional time and resources to this matter in relation to

final approval and continued communications with class members. This matter was managed efficiently, and the fee request represents affair and reasonable award.

- 9. As a solo practitioner, I am the only attorney who performed work on this matter for the Plaintiff and Class. My hourly rate is \$450 per hour, and the hours listed above are presented from contemporaneous, daily time records regularly prepared and maintained by me, which are available at the request of the Court. I have personally reviewed these records for accuracy and to ensure that the professional time therein was reasonably expended for the benefit of the class. In addition, I have expended approximately 5 hours on tasks related to Plaintiff's motion for attorney's fees, which time is not included in any of the lodestar total provided above.
- 10. Based on my experience with other class actions and complex matters—which is detailed in my firm's resume attached as Exhibit 1 to this declaration—I believe the time I expended in connection with this litigation is reasonable in amount and necessary to ensure the success of this case, particularly given the hard-fought nature of the case, complexity of the issues and the excellent monetary and policy relief obtained for the Class.
- 11. My customary hourly rate—which is \$450—is consistent with the prevailing rates in this District and was most recently approved in the Northern District of California in *In re:*Chase Bank, USA, N.A. "Check Loan" Contract Litigation, Case No. 3:09-md-2032 MMC (JSC) ("Check Loan Case") on November 19, 2012. See Check Loan Case Final Approval Order and Judgment attached as Exhibit 2 and portion of declaration submitted in Check Loan Case showing breakdown of rates and time attached as Exhibit 3. I set my hourly rate according to the prevailing market rates, bill my hourly paying clients that same rate, and am routinely awarded fees according to that rate. I primarily represent clients on a contingent fee basis, both in class and individual cases. However, I also represent clients on an hourly basis and am paid the same rate in those matters.

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- 12. In addition to expending professional time on behalf of class members, my firm also incurred \$2,711.95 in unreimbursed out-of-pocket expenses litigating this case on behalf of class members. The expenses break down as follows: (1) filing fees-\$400, (2) service of process fees (\$36.95), (3) mediator fees \$2,275. The actual expenses incurred in the prosecution of this case are reflected on the computerized accounting records of my law office. The accounting records are prepared by me from receipts and check records and accurately reflect all actual expenses incurred. I do not mark up any expense. Upon request, we will provide the Court with copies of documentation for each of these items.
- During the course of this case, I was involved in communicating with the named 13. plaintiff Ron Davis by telephone and email. I received feedback and direction from the plaintiff at different times during the litigation, including during the negotiation process leading up to the pending settlement. Plaintiff Davis played an important role in the prosecution of this action as set forth below:
  - Prior to his involvement as named plaintiff, Ron Davis spent several hours a. discussing with me the facts and claims relating to his claim and denial under VISA's CDW Benefit, the facts and potential counts relating to the claims, his duties as a class representative, and his expectations of the litigation. Plaintiff Davis actively assisted counsel in preparing the factual allegations in the complaint, and in discussing the claims and denial process under the CDW Benefit.
  - b. Plaintiff Davis searched for and provided counsel with a clear record of his CDW Benefit claim and VISA's conduct in relation to its denial. He maintained detailed files of written and oral communications with VISA and was able to provide information critical to the drafting of the factual allegations of the claims. Plaintiff Davis also

conducted his own web-based research relating to complaints about the CDW Benefit.

These efforts were made not only to assist the preparation of the claims in the Complaint, but also to assist counsel in meeting the informal discovery production agreement.

- c. Plaintiff Davis reviewed and commented on major case pleadings, including the complaints and motions to dismiss. Plaintiff Davis also provided substantial feedback during the mediation and reviewed and provided substantial feedback relating to the negotiation of the Settlement Agreement, and was an adamant proponent of ensuring VISA either change its policy to accept Zipcar claims, or provide more clarity if Zipcar claims were to be denied.
- d. Plaintiff Davis assisted me in my continued research and understanding of the cause and scope of the CDW Benefit denials, as well as VISA's course of conduct.
- e. Plaintiff Davis kept in contact with counsel during the course of the litigation, sought frequent updates and involvement in the settlement process, provided counsel with all necessary information, and was prepared to provide both deposition and trial testimony if needed.
- 14. The involvement of Plaintiff Davis provided a substantial benefit to the overall class action. His involvement enabled counsel to not only bring this lawsuit, but also to formulate the legal theories that were the basis of the case, precipitate the Settlement, certify the settlement class, and receive an exceptional recovery of cash and policy changes for the members of the class. Approval of the service award requested will help serve the important function of encouraging individuals, like those affected in this action, to pursue enforcement of their rights, and reasonably compensates those persons that took the time and effort to do so. The request for a service award for Plaintiff Davis was made only after all substantive relief to the Class was agreed upon in its principal form.

I declare under penalty of perjury under the laws of the State of California that the foregoing is true and correct to the best of my knowledge and that this declaration was executed on February 11, 2015 at Danville, CA. Charles D. Marshall Charles D. Marshall 

## Ex. 1

2121 N. California Blvd., Suite 290 Walnut Creek, CA 94596

#### FIRM RESUME

#### Litigation Approach

The Marshall Law Firm's business strategy is to aggressively develop and pursue opportunities in the field of class action and individual consumer protection litigation. Chuck Marshall has over 16 years of experience in class action and consumer protection litigation and has represented client both the plaintiff and defense side. The Firm relies heavily on high speed scanning and paperless distribution through its computer system to generate efficiencies in legal research and drafting, time-keeping, financial control and planning.

The Firm's class action practice involves claims relating to violations of consumer protection laws, truth in lending legislation, financial services, accounting malpractice, breach of fiduciary duties of corporate officers and directors, and products liability.

The aggressive, result-oriented approach to client representation applied by Chuck Marshall has been demonstrated in the following litigation:

In re: Chase Bank USA, N.A. "Check Loan" Contract Litigation: As shareholder at Green Welling LLP, Chuck Marshall was appointed to the Executive Committee for this multidistrict litigation asserting breach of contract claims on behalf of over 1 million credit card holders. See In re: The parties agreed to a nationwide settlement of the action for \$100 million.

Maher v. Audi of America. Chuck Marshall was appointed Class Counsel and led this nationwide class action alleging a defect in the Audi TT instrument cluster. The defect was alleged to cause various safety issues such as inaccurate gas-gauge readings and even the complete, unexpected shutdown of the car. In June of 2008, Mr. Marshall secured final approval of a settlement requiring Audi to extend the warranties on the vehicle and to refund to all class members all amounts expended to repair the alleged defect--often, in excess of \$1000 for each class member.

Brothers v. Hewlett-Packard. In this case Chuck Marshall served as co-class counsel and secured speedy relief for owners nationwide of certain HP laptop computers that were alleged to contain a defect associated with an advanced graphics card. Consumers received a free new motherboard and a refund of 100% of expenses associated with a repair of the alleged defect.

Parkinson v. Hyundai Motor America: Chuck Marshall represented consumers in a nationwide action involving the 2003 Hyundai Tiburon. The complaint alleged that though Hyundai knew the vehicles' flywheel and clutch parts failed prematurely, it sold the vehicles without telling customers and later refused to cover repairs under warranty. The court approved a settlement of the matter which provided cash reimbursements to class members for money spent on clutch repairs or replacements, as well as entitling class members to free replacement of the defective flywheel parts.

In re: Textainer Partnership Securities Litigation. Chuck Marshall served as Co-Lead Trial Counsel in these consolidated cases. The cases settled for \$10 million after Plaintiffs' obtained a ruling in their favor at the conclusion of Phase 1 of the trial in San Francisco Superior Court. The Plaintiffs asserted breach of fiduciary duty claims in connection with sale of assets transaction that resulted in the dissolution of six limited partnerships.

Pileggi v. Wells Fargo. N.A.: On the defense side, as special counsel at Severson & Werson, I successfully defended a putative national class action brought against Wells Fargo, N.A. based on purported violations of the Equal Credit Opportunity Act by obtaining a denial of plaintiff's class certification brief.

#### **Attorney Background and Experience**

Chuck Marshall has practiced extensively in the fields of complex and class action litigation since 1998. He graduated from Loyola University Chicago School of Law in 1998, and received an ABEd. from the University of Michigan in 1994. Mr. Marshall represents consumers victimized by a wide range of corporate, banking and credit schemes, consumers who fall prey to credit reporting errors and consumers of defective products. He also represented financial services institutions defending against class actions and complex litigation as Special Counsel to Severson & Werson, P.C. Mr. Marshall is an active member of the National Association of Consumer Advocates (NACA) and is licensed to practice law in Illinois and California.

## Ex. 2

	Case3:09-md-02032-MMC Docume	nt386 Filed11/19/12 Page1 of 6							
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8 9	UNITED STATES DISTRICT COURT								
10	NORTHERN DISTRICT OF CALIFORNIA								
11	In Re: Chase Bank USA, N.A. "Check Loan"	MDI No 2022							
12	Contract Litigation	MDL No. 2032							
13		Case No. 3:09-md-02032 MMC (JSC)							
14	THIS DOCUMENT ADDITION ALL	<del>[PROPOSED]</del> FINAL APPROVAL ORDER AND JUDGMENT							
15	THIS DOCUMENT APPLIES TO ALL ACTIONS								
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	PROPOSED FINAL APPROVAL ORDER AND JUDGMENT  CASE NO. 3:09-MD-02032 MMC (ISC)								

This matter came before the Court for hearing pursuant to the Court's Preliminary Approval Order dated August 9, 2012, and on the motion for and papers in support of final approval of the proposed Class Settlement Agreement and Release, dated July 20, 2012 (the "Settlement"). Due and adequate notice having been given to the Class of the proposed Settlement, as required by the Preliminary Approval Order, and upon consideration of all papers filed and proceedings had herein, IT IS HEREBY ORDERED, ADJUDGED AND DECREED:

- 1. Capitalized terms not otherwise defined herein shall have the same meaning as set forth in the Settlement.
- 2. The Court has jurisdiction over this matter pursuant to 28 U.S.C. § 1332, and venue is proper in this District, pursuant to the Transfer Order from the United States Judicial Panel on Multidistrict Litigation (Document No. 1).
- 3. The "Class" and "Class Member(s)" for purposes of this Order means the class certified by the Court in its May 13, 2011 order as follows:

All persons or entities in the United States who entered into a loan agreement with Chase, whereby Chase promised a fixed APR until the loan balance was paid in full, and (i) whose minimum monthly payment was increased by Chase to 5% of the outstanding balance, or (ii) who were notified by Chase of a minimum payment increase and subsequently closed their account or agreed to an alternative change in terms offered by Chase.

Excluded from the Class are: (a) those Persons listed in Schedule 1, attached hereto ("Valid Opt-Outs"); and (b) any Persons within the Class definition certified by the Court who, according to the Settlement Administrator's records, were not sent the Notice of Pendency and were not sent Settlement Notice B pursuant to Section 5.3 of the Settlement. Valid Opt-Outs and other Persons excluded from the Class, as set forth in this paragraph, are not Class Members as that term is defined and used herein, and shall not be bound by this Final Approval Order or any release provided herein.

- 4. The Court holds that the notice provisions set forth under the Class Action Fairness Act, 28 U.S.C. § 1715, were complied with in this case.
- 5. The Court reiterates that this Action is properly maintained as a class action pursuant to Federal Rule of Civil Procedure 23, and that the Class Representatives and Class Counsel fairly and adequately represent the interests of the Class Members.

- 6. The Court finds that the Notice Program provided for in the Settlement, and previously approved and directed by the Court, has been implemented by the Settlement Administrator and the Parties, and that such Notice Program, including the approved forms of notice, constitutes the best notice practicable under the circumstances and fully satisfied due process, the requirements of Rule 23 of the Federal Rules of Civil Procedure, and all other applicable laws.
- 7. The Court finds that the Settlement, including the exhibits thereto, is fair, reasonable, and adequate to the Class Members, is in the best interests of the Class Members, has been entered into in good faith, and should be and hereby is fully and finally approved pursuant to Federal Rule of Civil Procedure 23. The Settlement represents a fair resolution of all claims asserted on behalf of the Class Representatives and the Class Members, and fully and finally resolves all such claims. Chase and each Class Member shall be bound by the Settlement, including the releases contained therein, and the Parties, the Settlement Administrator, and the Payment Advisor are hereby directed to implement the Settlement in accordance with the terms and provisions thereof.
- 8. The Court has considered and hereby overrules all objections to the Settlement. After consideration of all relevant factors, see, e.g., Churchill Vill., L.L.C. v. Gen. Elec., 361 F.3d 566, 575 (9th Cir. 2004), including, inter alia, the strength of Plaintiffs' case; the risk, expense, complexity, and likely duration of further litigation; the risk of maintaining class action status throughout trial; the monetary and other relief provided for in the Settlement; the extent of discovery completed, and the stage of the proceedings; the experience and views of Class Counsel and the mediator; and the reaction of the Class Members to the proposed Settlement (including the objections and comments submitted by Class Members), the Court finds that the Settlement is not the product of fraud or overreaching by, or collusion between, the negotiating parties, and taken as a whole is fair, reasonable and adequate to all concerned.
- 9. The Court finds the attorneys' fees and expenses requested are fair and reasonable, given the results achieved, the complexities of the case and skill required of counsel, the contingent nature of the fee, and the reaction of the Class. The Court further finds the requested service awards are fair and reasonable, given the time and effort expended by the recipients on behalf of the Class. Accordingly, Class Counsel is hereby awarded attorneys' fees in the amount of \$25,000,000 and reimbursement of

common expenses in the amount of \$1,194,415.20, such amounts to be paid from the common Settlement Fund and distributed pursuant to section 8 of the Settlement. The Class Representatives are hereby awarded service awards of \$7500 each, and the Related Action Plaintiffs are awarded service awards of \$1000 each, such amounts to be paid from the common Settlement Fund.

- 10. As of the Effective Date of the Settlement, each Class Representative and each Class Member, and their respective heirs, executors, administrators, representatives, agents, attorneys, partners, successors, predecessors-in-interest, assigns and all persons acting for or on their behalf, shall be deemed to have, and by operation of this Final Approval Order shall have, fully, finally and forever released the Released Parties from all Released Claims, as more fully set forth in the Settlement. The Class Representatives, on their own behalf and on behalf of all Class Members, covenant and agree that the Class Members shall not hereafter be permitted to seek to establish (or permit another to act for them in a representative capacity to seek to establish) liability against any Released Party for any Released Claim.
- 11. Chase shall not sue the Class Representatives, Class Counsel, or the Related Action Plaintiffs or their counsel for malicious prosecution or abuse of process based on the filing of this Action or the Related Actions.
- 12. This Final Approval Order, the Preliminary Approval Order, the Settlement, and any act performed or document executed pursuant to or in furtherance thereof:
- a. Shall not be offered or received against the Released Parties as evidence of, or be construed as or deemed to be evidence of, any admission or concession by the Released Parties as to (i) the truth or relevance of any fact alleged in this Action or any of the Related Actions, (ii) the validity of any claim that has been or could have been asserted in the Master Class Action Complaint or in any other action or proceeding, including but not limited to this Action or the Related Actions, or (iii) any liability, negligence, fault, or wrongdoing of the Released Parties;
- b. Shall not be offered as or received against any of the Released Parties as evidence of, or construed as or deemed to be evidence of, any admission or concession of any liability, negligence, fault or wrongdoing, or in any way referred to for any other reason as against any of the Parties to the Settlement, in any other civil, criminal or administrative action or proceeding, other than

such proceedings as may be necessary to effectuate the provisions of the Settlement, except that the Released Parties may refer to it to effectuate the releases and other protections granted them under the Settlement;

- c. Shall not be deemed an admission by Chase or any of the Released Parties that they are subject to the jurisdiction of any court; and
- d. Shall not be construed against Chase or any of the Released Parties as an admission or concession that the consideration to be given under the Settlement represents the amount which could be or would have been recovered after trial.
- 13. The Released Parties may file the Settlement and this Final Approval Order in any action that may be brought against them in order to support a defense or counterclaim based on principles of res judicata, collateral estoppel, release, good faith settlement, judgment bar, reduction, set-off or any other theory of claim preclusion or issue preclusion or similar defense or counterclaim.
- 14. The Court orders that, upon the Effective Date, the Settlement shall be the exclusive remedy for any and all Released Claims of each and every Class Representative and Class Member. The Court thus hereby permanently bars and enjoins every Class Member from commencing, prosecuting, pursuing or continuing any and all Released Claims against any and all Released Parties. The Court hereby orders every Class Member to dismiss with prejudice any and all actions, suits, demands, or claims asserting any Released Claim.
- 15. The Court hereby dismisses with prejudice this Action and those Related Actions coordinated in MDL 2032 pursuant to 28 U.S.C. § 1407.
- 16. Without affecting the finality of this Final Approval Order in any way, the Court hereby retains continuing jurisdiction over (a) all matters relating to the modification, interpretation, administration, implementation, effectuation and enforcement of the Settlement and the Parties' stipulated protective order; (b) further proceedings, if necessary, on Class Counsel's fee application; and (c) the Parties, Class Counsel and Class Members for the purpose of construing, enforcing, and administering the Settlement and this Final Approval Order.
- 17. If an appeal, writ proceeding or other challenge is filed as to this Final Approval Order, and if thereafter the Final Approval Order is not ultimately upheld, all orders entered, stipulations made

and releases delivered in connection herewith, or in the Settlement or in connection therewith, shall be null and void to the extent provided by and in accordance with the Settlement.

- 18. Without further order of the Court, the Parties may agree to reasonably necessary extensions of time to carry out any of the provisions of the Settlement.
  - 19. The Clerk shall enter a Judgment forthwith. IT IS SO ORDERED.

Dated: November 19, 2012



# Ex. 3

### IN RE CHASE CREDIT CARD LITIGATION; MDL No. 2032 Time and Lodestar Summary (Current) Plaintiffs

Firm Name	Green & Noblin, P.C (f/k/a Green Welling, P.C.)					
Time Period	Inception through July 2012					
Name Name	Status	Hourly Rate	Total Hours		Total	
Robert S. Green	(P)				Total Lodestar	
Charles D. Marshall	P	\$650	1989.8	_	1,293,370.00	
	<del></del>	\$450	550.5	\$	247,725.00	
Nicole D. Reynolds	(SA)	\$350	15.3	_		
Nicole L. Belushko	(PL)	\$195		_	5,355.00	
Patricia J. Spaleta			321.0		62,595.00	
TOTAL	(PL)	\$195	33.9	\$	6,610.50	
TOTAL			2910.5	_		
Statue:		<u> </u>	2910.5	*	1,615,655.50	

Status:

- (P) Partner
- (OC) Of Counsel
- (SA) Senior Associate
- (A) Associate
- (LC) Law Clerk
- (PL) Paralegal
- (CA) Contract Attorney