

RealNetworks Claims Administrator
c/o Gilardi & Co. LLC
P.O. Box 1110
Corte Madera CA 94976-1110

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**IMPORTANT LEGAL NOTICE
REGARDING REFUND CLAIM
FOR YOUR SUBSCRIPTION**

See other side for details



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<<City>>, <<St>> <<Zip>>

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Greetings. You are receiving this notice because you may be entitled to make a claim for a refund relating to your RealNetworks subscription.

Pursuant to a Consent Decree with the State of Washington, RealNetworks has agreed to pay restitution to certain consumers who, between January 1, 2007 and December 31, 2009, enrolled in RealNetworks' SuperPass, GamePass, FunTicket, FunPass or Rhapsody subscription products. Restitution amounts are to be paid to consumers who were enrolled in one of these subscription products and who allege that the enrollment occurred without consent or knowledge, or who allege that they attempted to cancel their subscription but were unaware that cancellation did not occur, resulting in unwanted charges after the cancellation attempt.

To determine whether you are eligible, and to make a claim, please visit www.realnetworksrestitution.com, and enter the unique Claim ID and PIN number reflected below. Claims must be received within 90 days of the entry of the Consent Decree.

Claim ID: <ClaimID>

PIN #: <PIN>

If you have any questions in this regard, please call (866) 229-7802 for more information. More information about the Consent Decree can be found at the Washington State Attorney General's website www.atg.wa.gov.