

# MICROSOFT CALIFORNIA STANDARD CLAIM FORM INSTRUCTIONS

## READ ALL INSTRUCTIONS BEFORE FILLING OUT THE CLAIM FORM.

It is important to follow these instructions carefully. If you do not completely and correctly fill out your Claim Form, it may delay the processing of your claim. If you have any questions, call 1-800-960-5660.

Use this **Standard Claim Form** if you obtained your eligible Microsoft products by purchasing them at a store, by mail or the Internet, or if you purchased your computer with the software already installed. If you purchased eligible products through the Microsoft Open, Select or Enterprise volume license programs, call 1-800-960-5660 or go to [www.microsoftcalsettlement.com](http://www.microsoftcalsettlement.com) to obtain a **Volume License Claim Form** and fill that out instead.

You may make a claim for each copy of the eligible Microsoft products you purchased between February 18, 1995 and December 15, 2001 for use in California, including Windows, Windows for Workgroups, Windows NT Workstation, MS-DOS, Office, Excel, Word, Works Suite, or Home Essentials 97 or 98. Software for server computers and Apple computers is not eligible. If you purchased multiple copies, licenses or versions of the same product you may make a claim for each separate copy, license or version on the Claim Form.

In order to receive the benefits of this settlement, you must first complete and mail the Claim Form with any requested attachments to: Claims Administrator, Microsoft - California Settlement, P.O. Box 790, Minneapolis, MN 55440-0790, **postmarked on or before March 15, 2004**. This deadline may be extended by the Court.

**IF YOU DO NOT RETURN THE CLAIM FORM POSTMARKED BY MARCH 15, 2004, YOUR CLAIM CANNOT BE PROCESSED, AND YOU WILL NOT BE ENTITLED TO RECEIVE SETTLEMENT BENEFITS.** After your claim is approved, you will receive a voucher that may be redeemed for cash after you have purchased any of a wide variety of computer hardware or software products. Your voucher will be worth \$16 for each copy of Windows or MS-DOS included in your claim, \$29 for each copy of Office, \$26 for each copy of Excel, and \$5 for each copy of Word, Works Suite or Home Essentials 97 or 98.

**SETTLEMENT BENEFITS WILL BE ISSUED AS SOON AS THE SETTLEMENT HAS BEEN APPROVED BY THE COURT AND ANY APPEALS ARE RESOLVED.** If there are appeals, we cannot estimate how long they may take to resolve. You may view updates on the progress of the approval process at [www.microsoftcalsettlement.com](http://www.microsoftcalsettlement.com).

## Instructions for the Separate Parts of Your Claim Form

### Part A.

You must complete Part A of the Claim Form. If any preprinted name or address information in Part A is incorrect, please write your changes in the space provided. All future correspondence will be sent to the address listed in this section.

If you are filing a claim as an individual, you must provide either the last four digits of your Social Security number or attach a photocopy of your driver's license. If you are filing on behalf of a business or organization, you must provide its Federal Taxpayer Identification Number.

## **Part B.**

You must complete, sign and date Part B of the Claim Form. Please also list the total number of eligible Microsoft products claimed in Parts C and D in the space provided.

## **Part C.**

In this Part, you may make claims for up to five eligible Microsoft products you purchased between February 18, 1995 and December 15, 2001 without providing any additional proof of purchase. The total value of the claims listed in this part of the Claim Form cannot exceed \$100. Voucher values for each eligible product are listed above and in Part C of the Claim Form. If your claim exceeds either five products or a \$100 total voucher value, you may claim those additional products in Part D. You are entitled to make a claim for each copy, version or upgrade that you purchased of any eligible product. Please list each copy separately.

For each copy of a product you are claiming, please provide the following:

1. Name of Product Purchased (Windows, MS-DOS, Office, Excel, Word, Works Suite, or Home Essentials 97 or 98)
2. Product Code (Write "A" in the appropriate box for Windows or MS-DOS; "B" for Office; "C" for Excel; and "D" for Word, Works Suite, or Home Essentials 97 or 98.)
3. Year Purchased (To be eligible, the product must have been purchased between February 18, 1995 and December 15, 2001.)
4. Name of the seller from whom you purchased the product. If you purchased a computer with software already installed, list the name of the company that sold you the computer.

## **Part D.**

If you wish to claim copies of eligible products in addition to those you claimed in Part C, you must complete Part D. If Part D does not have a sufficient number of lines to list all of your eligible products, you may photocopy this page of the Claim Form, list your additional copies of eligible products on the photocopied pages and include those pages as part of your claim.

You must provide proof of purchase for each product claimed in Part D. Proof of purchase may be provided in a wide variety of ways:

1. If you provide a valid Product ID number, Product Key number or CD Key number for each of the products listed, your claim will be processed without the need for additional documentation. Instructions on how to find these numbers on your eligible products are provided below.
2. If you are unable to provide one of the identifying numbers listed above for each of the eligible products you include in Part D, you may attach your software Certificate of Authenticity or other proof of purchase (such as a purchase receipt, invoice or packing slip) that will be reviewed for adequacy by the Claims Administrator.

## Finding Your Proof Of Purchase Identifying Numbers

### **FOR OPERATING SYSTEMS (All eligible Windows and MS-DOS products):**

1. For operating systems that came loaded on a computer you bought after June 1998, you can usually find a Product Key number or Product ID number on a Certificate of Authenticity attached to the chassis of your computer.
2. The Product Key number or Product ID number may sometimes be found on the Certificate of Authenticity printed on your Operating System product manual.
3. You can often find the Product Key number on the CD case that came with the software. The Product Key number is on an orange sticker located on the CD case or sleeve.
4. You can also find the Product ID number for Windows 95, Windows 98, Windows 98 Second Edition, Windows Me, Windows 2000 and Windows 2000 Professional, and all versions of Windows NT Workstation (except version 1.0) by right-clicking on "My Computer" and then clicking on "Properties." Alternatively, you may click on "Start," then on "Control Panel" and then on "System."

### **FOR APPLICATIONS (Office, Excel, Word, Works Suite and Home Essentials 97 or 98):**

1. For products that came on a CD-ROM, there is often an orange sticker with a "Product Key" or "CD Key" number on the CD case or sleeve.
2. The Product Key number or Product ID number may sometimes be found on the Certificate of Authenticity printed on the product manual, or attached to the CD case or sleeve.
3. For all versions of Office, Word, Excel, Works Suite and Home Essentials, the Product ID number can be found by opening the "Word" or "Excel" application, clicking "Help," and clicking "About [application name]" (e.g. "About Microsoft Word" or "About Microsoft Excel").

### **FOR OLDER PRODUCTS OR FOR PRODUCTS NO LONGER IN USE ON YOUR COMPUTER:**

If you cannot find the CD case or sleeve for your product, you should look for the Certificate of Authenticity. Most Certificates of Authenticity have either a Product ID or Product Key number printed on them. You can use this number to document your purchase of that product. The Certificate of Authenticity can be found in three places:

1. Certificates of Authenticity for operating systems are often attached to the computer chassis. Those Certificates of Authenticity have a Product Key number or a Product ID number on them. You can use one of these numbers to verify your purchase of that operating system product.
2. Certificates of Authenticity are often part of the product manual. Sometimes the entire front cover of the manual is the Certificate of Authenticity, and sometimes the Certificate of Authenticity is a large sticker on the cover of the manual. Often these Certificates of Authenticity have a Product ID number or Product Key number on them. You can use one of these numbers to verify your purchase of that operating system or application product.

3. Certificates of Authenticity were sometimes located on the box the software product came in. These Certificates of Authenticity generally do not have a number on them. If you cannot find a Product ID or Product Key number on your Certificate of Authenticity, you can enclose the original Certificate of Authenticity itself with this Claim Form to document your purchase.

Additional information about Certificates of Authenticity, Product Key numbers, Product ID numbers, and CD Key numbers, including examples of them, are located on the web site [www.microsoftsettlement.com](http://www.microsoftsettlement.com).

## **Attaching Alternative Documentation Of Your Purchases**

**If you cannot provide one of these identifying numbers**, but attach other documentation of your purchases (e.g. purchase receipts, invoices, packing slips, original Certificates of Authenticity, etc.), you may still make a claim in Part D. Also, if you made a substantial number of purchases and have documentation that more quickly and easily verifies your purchase, you may choose to attach your other documentation instead. For example, if you purchased 50 Microsoft Word licenses simultaneously, you may prefer to attach an invoice rather than write each of the 50 identifying numbers separately.

The Claims Administrator will review any purchase receipts, invoices, packing slips, Certificates of Authenticity, or other documentation of purchases you attach for adequacy. Businesses may have such records included in their tax documentation.

To assist the Claims Administrator in understanding your attached documentation, please provide as much of the information requested in Part D of the Claim Form as possible, including Name of Product Purchased, Product Code, Year Purchased, Seller Name and Quantity Purchased. In addition, if your attached documentation includes products other than those you are claiming, please clarify which products you are claiming by circling, highlighting or otherwise identifying them.

### **Part E.**

You do not need to complete Part E if you want to receive vouchers that may be redeemed for cash after a future purchase of qualifying computer hardware or software products.

Complete Part E only if you have already made purchases of qualifying hardware or software since July 18, 2003 and want to receive a payment for your claims in Parts C and/or D without first receiving a voucher.

**Qualifying hardware** includes new desktop, laptop or tablet computers and the following peripheral hardware products: printer, scanner, monitor, keyboard or pointing device (e.g. mouse or trackball). If the total amount of your claim is less than \$950, you may redeem your settlement benefits for the purchase of the peripheral hardware listed above without also purchasing a computer. If the total amount of your claim is equal to or more than \$950, you may redeem your settlement benefits for peripheral hardware only if you also purchase a computer at the same time.

**Qualifying software** includes any non-custom software used on qualifying computer hardware.

**The complete instructions for Part E are listed on Part E of the Claim Form.**