**IN THE UNITED STATES BANKRUPTCY COURT
FOR THE DISTRICT OF DELAWARE**

In re: DELAWARE BSA, LLC, Debtor.[1]	Chapter 11 Case No. 20-10342 (LSS) **Related D.I. Nos.: 447, 545**

STATUS REPORT OF THE HONORABLE BARBARA J. HOUSER (RET.), IN HER CAPACITY AS TRUSTEE OF THE BSA SETTLEMENT TRUST, IN RESPONSE TO (A) UNITED STATES TRUSTEE'S MOTION FOR A (I) STATUS REPORT RELATING TO CLAIMANT TREATMENT FROM THE SCOUTING SETTLEMENT TRUST AND (II) STATUS CONFERENCE, AND (B) JOINDER OF CERTAIN CLAIMANTS TO UNITED STATES TRUSTEE'S MOTION

The Honorable Barbara J. Houser (Ret.) (the "Trustee"), in her capacity as Trustee of the BSA Settlement Trust (the "Trust"), hereby submits this status report in response to (A) the United States Trustee's Motion for a (I) Status Report Relating to Claimant Treatment from the Scouting Settlement Trust and (II) Status Conference (the "UST Motion") [D.I. 447], and (B) the Joinder of Certain Claimants to the UST Motion [D.I. 545].[2] The Trustee respectfully states and alleges as follows:

BACKGROUND

The UST Motion seeks a status report from the Trustee in response to various communications the United States Trustee ("UST") has received from Claimants. UST Motion at 1. Specifically, the UST seeks a status report on: (1) the mechanisms used by the Trust to

[1] The last four digits of the tax identification number of Reorganized Debtor Delaware BSA, LLC ("Delaware BSA") are 4311. The Reorganized Debtor's mailing address is 1325 West Walnut Hill Lane, Irving, Texas 75038. On March 13, 2026, the Court entered a final decree closing the chapter 11 case of Boy Scouts of America. *See* Dkt. No. 13530 in Case No. 20-10343. Commencing on March 13, 2026, all motions, notices, and other pleadings relating to the Reorganized Debtor shall be filed and administered in the remaining chapter 11 case of Delaware BSA, LLC Case No. 20-10342.

[2] On June 30, 2026, Claimant S.Y. filed a Joinder to the UST Motion. [D.I. 582/583]. S.Y.'s Joinder largely repeats the issues raised in the Joinder docketed at D.I. 545. Accordingly, the Trustee's response to S.Y.'s Joinder is addressed by Section II of this Status Report.

communicate with Claimants, including the Trust's call line and e-mail to field communications from Claimants; (2) the FCR Payment Percentage Dispute; and (3) an explanation of the Trust's current distribution process and anticipated distribution percentage, including any potential contingencies that could increase Claimants' distributions. UST Motion at 9–10.

Separately, the Claimants identified in the Motion of Claimants for an Order Allowing (1) Substitution of Attorneys; (2) Termination of Existing Contingency Fee Legal Services Agreements with Slater Slater Schulman LLP; and (3) Denial or Reduction of Attorneys' Fees (D.I. 13181) (the "Former Slater Claimants") filed a joinder to the UST Motion (the "Joinder") [D.I. 545]. In addition to the topics included in the status report requested by the UST, the Former Slater Claimants' Joinder seeks a status report on "the Trust's treatment of distributions encumbered by asserted attorney-fee liens." Joinder at 2.

The Trustee, through counsel, has previously advised the UST that she does not oppose the UST Motion and now submits this status report in response to both the UST Motion and the Joinder.

STATUS REPORT

I. Status Report on Topics Raised in UST Motion

A. The Trust's Methods of Communicating with Claimants

1. Overview of Claimant Services Program

Since the Trust's inception in April 2023, the Trust has focused on building a responsive, honest, and cost-effective program to respond appropriately to Claimants' questions and concerns. The Trust built its Claimant Services program to support effective communications between the Trust and the Trust's approximately 64,000 Claimants and their counsel. The program is additionally designed to be the point of contact for non-Claimants who have legitimate reasons to contact the Trust (e.g., individuals alleging fraud, media inquiries, etc.).

By way of background, Table #1 below provides statistics about the population of all claims filed in this case.

Table #1: Overall Claim Population (including Matrix Claims, Expedited Claims, and IRO claims)
Data as of June 11, 2026

	Number	**Percentage**
Represented Claimants	61,820	96%
Pro Se Claimants	2,499	4%
Full Population	**64,319**	**100%**

The Trust engages a team at PricewaterhouseCoopers Advisory Services LLC ("PwC") to carry out most of the functions that will be explained below. The PwC team works with full engagement of and careful supervision by the Trustee and the Trust's Claims Administrators.

The program integrates many kinds of informative content, "Claimant Guides," webinars, and real-time updates with email, phone, and web-based support to provide Claimants with flexible access to information and assistance. All Claimant inquiries are managed through a centralized inquiry management system that enables efficient routing to the appropriate specialists and helps facilitate timely, accurate, and effective responses throughout the claims process.

The communications program includes:

- Publication of written materials that explain specific topics (FAQs, topical booklets, forms, etc.)
- Telephone communications
- Email communications
- Paper mail communications
- Communications through individual web-based comment submissions
- Provision of easy links to key court documents
- Webcasts of Town Hall meetings featuring the Trustee and the Claims Administrator explaining pressing topics and fielding questions in real time

- Trustee's letters
- Trust updates

Details of these communications vehicles will be discussed below.

The Trust responds to many inquiries in its Claimant Services program. Overall, as of June 11, 2026, the Trust has received and resolved 124,534 distinct inquiries. *Pro se* Claimants made those inquiries in 25,611 of those 124,534 cases. On average that represents more than 10 distinct communications cases for each *pro se* Claimant.

Statistics by communication origin (e.g., email, phone, etc.) appear in Table #2 below, and statistics by category of inquirer (e.g., attorney, *pro se* Claimant, etc.) appear in Table #3 and in Table #4 below.

Table #2: Overall Distinct Cases by Communication Origin		
Communication Origin	**# of Cases**	**Average per Month**
Phone & Voicemail	12,429	377
Email	86,475	2,620
Hard Copy	1,629	49
Web	24,001	730
Total	**124,534**	**3,774**

Table #3: Distinct Cases by Communication Origin by Contact Type		
Contact Type	**Communication Origin**	**# of Distinct Cases**
Pro Se	Email	12,107
	Hard Copy	1,163
	Phone	4,311
	Voicemail	986
	Web	7,044
	Subtotal	25,611
Represented Claimant	Email	15,881
	Hard Copy	310
	Phone	3,146
	Voicemail	1,301
	Web	8,977
	Subtotal	29,615
Attorney	Email	37,157
	Hard Copy	54
	Phone	1,272

Table #3: Distinct Cases by Communication Origin by Contact Type		
	Voicemail	227
	Web	2,971
	Subtotal	41,681
Other	Email	21,330
	Hard Copy	102
	Phone	830
	Voicemail	356
	Web	5,009
	Subtotal	27,627
Grand Total		**124,534**

Table #4: Communication Cases – Total Distinct Cases (Program-to-Date)				
Contact Type	**# of Distinct Cases**	**# of Distinct Individuals Who Generated Cases**	**Total # of Filed Claims**	**Average # of Cases per Distinct Individual Who Generated Case(s)**
Pro Se	25,611	3,054[3]	2,499	8.39
Represented Claimant	29,615	12,359	61,820	2.40
Attorney	41,681	1,725		24.16
Other	27,627	2,199	N/A	12.56
Total	**124,534**	**19,337**	**64,319**	**6.44**

2. Design Considerations

Several key considerations that informed the design of the Trust's Claimant Services program are briefly explained below.

a) This Case Is of Central Importance to Claimants

Part of the design of a Claimant Services program hinges on the intensity of the Claimants' need for timely, transparent, detailed, personalized, trauma-informed communications. The intensity of that need can be thought of as falling at a point on a spectrum. At the left end of the

[3] The number of distinct *pro se* individuals reflected in the communications data exceeds the number of *pro se* Claimants because the communications population includes certain individuals who filed *pro se* Proofs of Claim, including those who subsequently hired an attorney, or who contacted the Trust regarding potential claims or related inquiries, but did not ultimately submit a completed claim, along with other similar circumstances in which communications were generated by individuals who are not included in the final Claimant population.

spectrum are claims processes that are not of central importance to the Claimants' lives—for example, a consumer claims process involving a video streaming service in which each Claimant is likely to receive only pennies. At the right end of the spectrum are claims processes that are emotionally consuming for the Claimants—for example, the 9/11 Victims' Compensation Fund, or the Holocaust Reparations cases, or criminal reparations claims against an individual who caused the death of the Claimants' family members. The Boy Scouts sex abuse case is at the right end of that spectrum. The design of the Trust's Claimant Services program is informed by an understanding that how the Trust communicates with Claimants about this case is of great importance to the Claimants.

b) Cost Considerations

The design of the Trust's Claimant Services program is also informed by financial realities. The Trust's assets are the only source of funding to pay Claimants' claims, and those same assets are the only source of funding to pay the Trust's administrative expenses. Therefore, to maximize the payout to Claimants, the Trust assesses each potential administrative expense through a Claimant-focused cost/benefit lens. While individualized communications are necessary in many cases, whenever the Trust can transmit key information to many or most Claimants through a written communication posted on the web, or through some other less costly mechanism, that helps boost the cost-effectiveness of the Trust's administration.

c) Constraints on Communications with Represented Claimants

The Trust generally is not permitted to communicate directly with represented Claimants without their counsel being present. No counsel in this case has released the Trust to communicate *ex parte* with their clients. As a result, when represented Claimants reach out to the Trust by phone or by email, generally the Trust's response is a script similar to this:

- Thank you for contacting the Scouting Settlement Trust. Based on the information we currently have, you are represented by [Attorney Firm]. Your attorney is in the best position to answer any questions you may have. We encourage you to reach out to that law firm. We are unable to speak to you about your Abuse Claim without your attorney present. If you are having difficulty contacting your attorney and would like us to assist in making that connection for you, please respond to this email stating so.

The main exception to this rule is that if a Claimant calls to say that they cannot reach their attorney, the Trust will reach out to the attorney to ask them to respond to the Claimant.

d) Hard-to-Reach Claimants

Roughly 6,400, or 11% percent of the Claimant community is very hard to reach because they are either experiencing homelessness or are incarcerated. These situations make it harder for the Claimant to access email, to have a phone call, to receive private paper mail, or to arrange and participate in video interviews. The Trust generally has more contacts or attempted contacts with Claimants in these situations in order to reach resolution of their concerns. Table #5 below provides simple statistics about the population of hard-to-reach Claimants.

Table #5: Claimants Who Are Experiencing Homelessness or Who Are Incarcerated (Data Taken from Claims Questionnaire. Matrix and IRO Only.)			
	Represented	***Pro Se***	**TOTAL**
Experiencing homelessness	4,619	88	4,707
Incarcerated	1,576	110	1,686
<u>Number</u>: Total number experiencing homelessness or incarceration	**6,195**	**198**	**6,393**
<u>Percentage</u>: Total Claimants experiencing homelessness or incarceration as a % of total 58,290 filed Matrix and IRO claims	**10.7%**	**0.3%**	**11.0%**

Additionally, confidentiality is a heightened concern in communications with incarcerated Claimants, because mail and phone calls are generally screened, and, absent explicit permission to the contrary, the Trust must be careful not to reveal that the Claimant is a part of the Boy Scouts sex abuse case.

With the introductory matters explained above in mind, the Trust designed and launched its Claimant Services program. The mechanics of the program are described below.

3. Mechanics of the Trust's Claimant Services Program

a) How Claimants and Counsel Can Contact the Trust

Here are the ways that Claimants and their counsel can contact the Trust.

(1) *Pro se* Claimants

Pro se Claimants can currently contact the Trust by email (info@scoutingsettlementtrust.com) and/or by leaving a voicemail (1-833-961-6495) explaining their concern and specifying a few dates/times that are convenient for a call-back. These Claimants can also contact the Trust by paper mail and/or using the Trust's web contact form.[4] The Trust does its best to provide a timely and full response to questions, and to meet the Claimant at their level of understanding. When appropriate, the Trust refers *pro se* Claimants to written materials described in more detail below.

The Trust's phone communications program has evolved during the time the Trust has been in existence. From the inception of the Trust until the final claims filing deadline had passed (roughly November 2024), the Trust had Claimant Services staff taking and responding to calls as they came in during working hours (8-hour days during some of this time, 12-hour days during peak weeks). Once the final claims-filing deadline passed, though, and there were no more questions about how to file a claim, the Trust switched to the voicemail and call-back system to enable the Trust to redeploy resources to the work of determining claims.

[4] https://www.scoutingsettlementtrust.com/s/contactsupport

(2) Represented Claimants

As explained in section I.A.2.c above, counsel have not given the Trust permission to communicate with their Claimants outside of their presence. Therefore, calls from represented Claimants are generally referred to the Claimants' counsel.

(3) Counsel

When counsel who represent Claimants contact the Trust, the Trust responds promptly and does its best to fully respond to their concerns. Claimant services staff generally communicate the response, but when warranted the Claims Administrator or the Trustee responds directly to the counsel.

b) Written and Web-Based Materials Prepared for Claimants and Counsel

The Trust produces extensive written materials to explain complicated aspects of the case to Claimants and counsel. The majority of these written materials can be found on the Trust's website.

(1) Frequently Asked Questions (FAQs)

The Trust has written and posted on its website extensive "Frequently Asked Questions" (FAQs). As of mid-June 2026, there are 186 FAQs posted, spanning 17 topics. The Trust counts 634,603 "hits" on the FAQs—instances in which somebody has looked at one of these pages. On average that is about 10 views per Claimant, which suggests that overall Claimants see the FAQs as an important source of information.

The FAQs cover the following 17 topics:[5]

1. Basic Bankruptcy Related Information
2. Basic Scouting Settlement Trust (Trust) Information

[5] These FAQs can be found at the following address: https://www.scoutingsettlementtrust.com/s/help-center.

3. Timeline for Processing Abuse Claim Payments
4. General Claims Administration
5. Claims Processing Portal Information
6. Completing the Expedited Claims Questionnaire
7. Trust ("Matrix") Claims Submission, Processing, and Calculation
8. Independent Review Option
9. Future Claimants
10. Other Protected Party Claimants
11. Claimant and Attorney Information
12. Discovery, Document Requests, and the Document Appendix
13. Mental Health Assistance
14. Youth Protection Program
15. Advance Payment Program (APP)
16. Payments: When Will I Get Mine, How Are the Amounts Calculated, and What Comes Next?
17. Healthcare Liens

These FAQs are updated and expanded to keep up with changes in the Trust's processes and to respond to the evolving concerns and questions raised by Claimants and their counsel.

The number of "hits" to each FAQ section is provided in Table #6 below.

Table #6: Total Posted FAQs by FAQ Section – Including Views (or "Hits")		
FAQ Section #	**# of FAQs**	**Total # of Views by FAQ Section**
1	5	6,107
2	8	20,666
3	1	4,330
4	18	17,979
5	8	26,615
6	10	17,867
7	47	155,448
8	27	19,740
9	9	12,277

Table #6: Total Posted FAQs by FAQ Section – Including Views (or "Hits")		
FAQ Section #	**# of FAQs**	**Total # of Views by FAQ Section**
10	9	8,085
11	8	10,155
12	4	10,100
13	1	4,246
14	5	1,912
15	3	45,837
16	10	248,248
17	13	24,991
Total	**186**	**634,603**

The number of "hits" to each individual FAQ is provided in Appendix A, Table #1. This table demonstrates that some individual FAQs have been the subject of hundreds of "hits," some have been the subject of thousands of hits, and some have been the subject of more than ten thousand hits.

(2) Claimant's Guides

The Trust Distribution Procedures (TDP) agreed to by the parties and approved by the Court require a very complex set of procedures and calculations. To help Claimants understand the various processes, the Trust has written three guidebooks that attempt to explain those processes in plain language, and one guidebook in slightly more complex language for the Claimants' attorneys.

- The "Claimant's Guide to the Trust ("Matrix") Claims Process" is designed to walk through in detail the claims process, start to finish, in plain language. Version 4.0 is on the web now—this Guide is updated as procedures change.[6]

- The "Claimant's Guide to Governmental Healthcare Liens" is designed to explain in detail and in plain language the healthcare lien process.[7]

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[6] *See* https://scoutingsettlementtrust.my.salesforce.com/sfc/p/#Dp0000016pkB/a/Dp0000004PXs/QPF__hq4WjitJ4STu3hcqyd1QWaRv5AWCKTpCbi3GI8.

[7] *See* https://scoutingsettlementtrust.my.salesforce.com/sfc/p/#Dp0000016pkB/a/Dp0000004PXs/QPF__hq4WjitJ4STu3hcqyd1QWaRv5AWCKTpCbi3GI8.

- A "Calculation Explanation Booklet" is sent to each Claimant whose Claim is allowed by the Trust.[8] As explained above, the TDP requires application of very complex "aggravating" and "mitigating" factors for each claim. It is often hard for successful Claimants to understand how the Trust arrived at the exact award specified in their allowed claim. To address Claimant questions in a cost-effective manner, the Trust put considerable time into drafting the Calculation Explanation Booklet. The Booklet is sent to each Claimant whose claim is allowed along with the determination letter. The Booklet includes a "Calculation Breakdown" sheet that explains how the math works in the hypothetical claim that is used in the booklet to illustrate the concepts. Along with the allowed claim determination letter and the Booklet, the Trust includes an additional "Calculation Breakdown" sheet that shows how the math works in the Claimant's own allowed claim.

- The "Attorney's Guide to Independent Review Option" explains the Independent Review Option (IRO) process at a language level meant for attorneys.[9]

(3) Custom Forms

The Trust has many custom-designed forms for information collection regarding many aspects of the claims process.[10] These forms include ones allowing Claimants to advise the Trust that they have changed or terminated their attorney, an exigent health declaration form, reconsideration request forms, and forms allowing Claimants to seek permission to file late claims questionnaires.

(4) Town Hall Meeting Videos and Transcripts

In 2023 and 2024, the Trustee hosted eleven 60-minute Town Hall meeting webcasts in which the Trustee and the Matrix Claims Administrator presented timely key information and answered pressing questions on camera. The Town Halls were conducted at a time when the issues

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[8] This booklet is not available on the Trust's website. While the booklet presents general information that applies to all Matrix claims, the "Calculation Breakdown" sheet that is sent to the Claimant with the claim decision and the booklet is specific to that Claimant's claim.

[9] *See* https://scoutingsettlementtrust.my.salesforce.com/sfc/p/#Dp0000016pkB/a/Dp0000004O6W/UC4I8gkeaXIO.Zs25HrbBR_izjn2CJr8cQMehdb6th4.

[10] See https://www.scoutingsettlementtrust.com/s/news-and-key-links at Trust Forms.

faced by Claimants were largely global issues affecting the Claimant-population as a whole. The issues that the Trust is hearing about from Claimants at the present time are largely issues specific to individual Claimants, which a Town Hall could not adequately address. Conducting Town Halls is an expensive endeavor—both in terms of the expense in presenting the Town Hall and the preparation time of those participating. If the Trustee believed a Town Hall would be productive, she would conduct further Town Halls. But based on the foregoing, she has determined that the Trust's time and resources are better spent on determining the remaining Claims.

The videos of Town Hall meetings can be accessed on the home page of the Trust's web site. Some basic statistics about the Town Hall meetings follow:

Table #7: Town Hall Meeting Live Webcasts

Date	Target Audience	Total Number of Attendees
Tuesday, August 29, 2023	All	3,075
Tuesday, September 26, 2023	All	3,470
Wednesday, November 1, 2023	All	3,175
Wednesday, January 10, 2024	All	3,370
Wednesday, February 28, 2024	Attorney Only	392
Tuesday, March 26, 2024	All	2,582
Monday, May 6, 2024	All	3,098
Monday, June 17, 2024	Attorney Only	361
Monday, June 17, 2024	All	2,924
Wednesday, August 14, 2024	All	2,757
Thursday, November 21, 2024	All	5,969

(5) Trustee's Letters and News Updates

From time to time the Trust has posted several "news updates," and the Trustee has posted detailed letters at important junctures in the case. Newer posts are on the Trust's home page, and older posts are archived in the "News and Key Documents" menu.[11] The topics of these posts include updates on distributions as well as the appeal of BSA's Plan.

[11] *See* https://www.scoutingsettlementtrust.com/s/news-and-key-links.

(6) Statistical Reports About Progress

Additionally, the Trust posts monthly statistical updates about the Trust's claims processing progress in the "Reports" section of its website.[12] These monthly reports are also filed on the docket in this case.

(7) E-blasts

Additionally, the Trust has disseminated at least 37 "e-blasts," sending email updates (and paper updates to Claimants who do not use email) about the Trust and its rules to all affected Claimants and their counsel, as applicable. Topics have included:

- Opening the Claim Portals (e.g., Expedited and Matrix)
- Reminders for Deadlines – Claim Filing, Late Filing, IRO
- Advance Payment Program ("APP") Launch
- Information on the Supreme Court Stay
- Future Abuse and Other Protected Party Claim Launch or Extensions
- Prior Settlement Requirements
- CPI-U Adjustment Communications
- Expedited Claims $125 Reimbursement Announcement
- Governmental Healthcare Liens

4. Specific Questions Raised in Motion

The UST Motion asked specific questions about the Trust's communications mechanisms. Each question is answered below.

a) Mechanics for Counsel with Powers of Attorney

The Trust communicates with counsel who have Claimants' powers of attorney using the same mechanisms as for counsel without powers of attorney ("POA"). The Trust will

[12] *See* https://www.scoutingsettlementtrust.com/s/news-and-key-links at "Reports" tab.

communicate with Claimants' counsel whether or not they have a POA status. Sometimes counsel who assert a valid POA ask the Trust whether they can sign documents that require Claimants' signatures under penalty of perjury (e.g., the Claims Questionnaire). The answer is "no" for at least two reasons. First, the Trust does not want to undertake the responsibility of analyzing whether the alleged POA is binding and enforceable under applicable state law. Second, in the context of Claims Questionnaires, counsel does not have personal knowledge of the abuse experienced by the Claimant.

b) Mechanics for Claimants with Independent (Non-Attorney) Representatives

The Trust recognizes a "legally authorized representative" (LAR) status, which is generally used when a Claimant is deceased or legally incompetent or incapacitated in some way that makes it preferable for a different person to pursue the claim on the Claimant's behalf. The Trust has a process for establishing LAR status. Aspects of that process are explained in FAQs 6.3, 7.3, 7.47, 11.7, and 11.8. Additionally, the Trust utilizes what it calls the "Teal Form" as a mechanism to provide documentation for LAR status.[13] When an LAR is in place, the Trust communicates directly with the LAR if the LAR is proceeding *pro se*. If the LAR is represented by counsel, the Trust generally communicates with counsel as described above for claims without LARs.

c) Claimants Who Raise Complicated Issues

The UST Motion asks how the Trust investigates complicated inquiries which require substantial additional research and activity. The Trust's response again depends in part on whether the Claimant is represented or not.

- **Represented Claimants.** As explained above, when a represented Claimant raises a complicated inquiry, the Trust directs the Claimant to please speak with

[13] *See* https://scoutingsettlementtrust.my.salesforce.com/sfc/p/#Dp0000016pkB/a/Uu000000LS4X/ACY.g43C3oeZ_x.ls3qScZNZuclt8IWpEo.eGLHxCqE.

their attorney. When counsel raises a complicated issue, the Trust communicates with counsel as necessary and appropriate to fully address counsel's questions.

- ***Pro Se* Claimants.** When a *pro se* Claimant raises a complicated inquiry, the Trust's Claimant Services representatives take the time to fully address the Claimant's questions, as appropriate. The Trust cannot give legal advice, but the Trust can explain in plain language the basic nuts and bolts information explained in the FAQs, guidebooks, and other documents published by the Trust on the web.

Regardless of who makes an inquiry to the Trust, Claimant Services team members who return inquiries received by the Trust are responsible for either investigating the complicated matter themselves and communicating the results to the inquirer, or for making sure the proper person in the Trust fully investigates and communicates the results. Each Claimant Services team member who responds to inquiries received by the Trust has the following tools at their disposal:

- **Documents Access.** Each person on this team has access to the Claimant's claim file and to all previous communications between the Claimant and the Trust; and,

- **Training.** Each person on this team is cross-trained between Claimant Services and claims processing. That means that they understand the claim file, the requirements for a claim, and the status of the claim (under review, decided but not yet published, etc.); and,

- **Escalation.** Each person on this team can escalate inquiries to Claimant Services and/or Claims Team leadership, to specialists in other functionality areas (e.g., the payment and release team), and, when warranted, to the Claims Administrator, to the Trust's General Counsel, and to the Trustee.

The Trust's General Counsel and/or Matrix Claims Administrator generally meet with Claimant Services leadership and/or internal claims team leadership on a daily basis to resolve any outstanding complicated issues. Additionally, the Trustee meets with the Trust leadership team regularly—at least once per week with all the leadership, and generally at least twice more per week with the Matrix Claims Administrator. Escalations to resolve complicated Claimant Services issues are often discussed in these meetings.

Finally, as the Trust learns about issues that are causing confusion or difficulty for Claimants, the Trust addresses those issues in its evolving FAQs, in new Claimant's Guides if warranted, in email blasts, and more.

d) How the Trust Staffs Its Telephone Line (1-833-961-6495) and General Email Address (info@scoutingsettlementtrust.com) and Response Time and Contents of Same

(1) Amount of Staffing

The Trust has engaged Claimant Services staff at the following full-time equivalent (FTE) levels per year of Trust operation:

Table #8: Claimant Services Staffing Levels by Year[14]		
Year #	**Calendar Year**	**Average # of FTE Resources**
Year 1	2023	18
Year 2	2024	12
Year 3	2025	5
Year 4	2026	5

Details by month are provided in Appendix B, Table #1.

e) Staff Qualifications, Experience, and Training

The Trust has engaged a highly qualified Claimant Services team at PwC. Some highlights follow:

- **Qualifications (Law, Social Work, Fraud Prevention, More).** The combined experience of the team includes litigation, investigations, claims administration, and complex dispute resolution in both corporate and public-sector matters. At its peak, the Claimant Services team had over 20 team members, which included 13 licensed attorneys or J.D. holders with admissions across multiple U.S. jurisdictions. Multidisciplinary capabilities include expertise in social work, victim-centered and trauma-informed communications, claim evaluation, fraud prevention, and program management. The Claimant Services team is integrated with all functions across the claims program and is supported by Certified Fraud Examiner (CFE) resources, including dedicated

[14] The reference to FTE Resources means (for example, in 2023) that 18 people were working full-time on the Claimant Services staff—answering phone calls and e-mails, among other tasks, on a full-time basis. The detailed number of FTE resources per month are provided in App. B, Table #1.

fraud and investigative expertise within the team and broader organizational support.

- **Experience.** Team leadership brings decades of experience overseeing claims programs, investigations, crisis response initiatives, and large-scale settlement administration. On average, team members each have about 10 years of experience in Claimant Services and related work.

- **Training and Cross-Training.** The Claimant Services team has gone through training regarding claim eligibility requirements, claim review requirements and protocols, reconsideration requirements and protocols, payment and release requirements, rules regarding liens, trauma-informed and victim-centered communications, and more. Cross-training between claims work and Claimant Services work strengthens the team members' ability to understand and appropriately respond to complicated inquiries. The cross-training also allows the Trust to move people between Claimant Services work and claims review work as needed.

f) Contents of Claimant Services Responses

The Trust tracks the content of Claimant Services inquiries according to very detailed topics. For the purposes of this pleading, the Trust condensed the list to five topics:

1. The **Claims Processing category** includes general questions about claim status, timeline, submission of releases, payments, reconsideration questions, "Additional Information Request" (AIR) questions, and the Trust's Frequently Asked Questions (FAQs).

2. The **Claims Updates and Filing category** includes procedures regarding Legally Authorized Representatives (LARs), powers of attorney, change of attorney, claim withdrawals, and multi-representation cases (cases in which more than one law firm filed claims on behalf of a single Claimant).

3. The **Documents and Forms category** includes procedures regarding the Document Appendix, document uploads, requests to send hard copy documents by paper mail, etc.

4. The **System Support, Data, and Technology** category includes inquiries regarding password resets, account creation, data requests, bulk and other data loads, and Adobe Sign errors.

5. The **Other Inquiries category** includes everything else (e.g., Town Hall meeting questions, media inquiries, and more).

Table #9 below provides statistics re: these categories of inquiries.

Table #9: Consolidated Case Type Description by Contact Type					
Case Type Description	**Contact Type**				**Grand Total**
	Attorney	***Pro Se***	**Represented Claimant**	**Other**	
1. Claims Processing	18,268	17,316	19,671	9,207	64,462
2. Claim Updates and Filing	5,089	1,013	1,393	1,054	8,549
3. Documents and Forms	11,993	1,997	178	2,341	16,509
4. System Support, Data, and Technology	5,509	4,588	7,567	4,731	22,395
5. Other Inquiries	822	697	806	10,294	12,619
Grand Total	**41,681**	**25,611**	**29,615**	**27,627**	**124,534**

g) Typical Response Timeframes for Email and Phone Inquiries

The following statistics report about the Trust's "resolution time" for Claimant Services inquiries. "Resolution time" means the time between when an inquiry is received (a case is opened) and the time when an answer to the inquiry is transmitted back to the inquirer or the case is otherwise closed because it does not require further action.[15]

The Trust will provide both "median" resolution time and "average" resolution time. The average resolution time is generally longer, largely because it is skewed by a small number of inquiries which have required more in-depth research.

Table #10 shows that overall, from the Trust's inception to the present time, the median response time is 0.53 days, and the average response time is 1.89 days.

Table #10: Average Resolution Time by Year			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	0.25	2.24	10,125
2024	0.19	1.39	59,724
2025	0.62	2.00	34,741

[15] The Trust may close an inquiry without an additional response in certain rare situations. Some of those situations include: (1) when the Trust has previously answered the same inquiry (perhaps multiple times); (2) when the communication contains no actionable inquiry (e.g., the Claimant is sending the Trust information unrelated to this case); or, (3) when the Trust has advised the sender that the Trust will not respond to further similar communications (e.g., where a Claimant repeatedly sends disrespectful communications to the Trust staff).

Table #10: Average Resolution Time by Year			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2026	1.18	2.98	19,944
Program to Date	**0.53**	**1.89**	**124,534**

Table #11 shows that the median response time for *pro se* Claimants is 0.81 days, and the average response time for *pro se* Claimants is 2.43 days. These are slightly longer response times than for other categories of inquiries, largely because it generally takes a bit more research time to go back and read documents and fully understand a *pro se* Claimant's inquiry.

Table #11: Average Resolution Time by Year by Contact Type			
Contact Type	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
Pro Se	0.81	2.43	25,611
Represented Claimant	0.63	1.31	29,615
Attorney	0.40	2.08	41,681
Other	0.15	1.58	27,627
Program to Date	**0.53**	**1.89**	**124,534**

Detailed information about response time by year and by type of communication is provided in Appendix C below.

h) Whether the Trust Is Aware of Any Barriers or Impediments That Could Prevent or Impair the Ability of Claimants' Counsel to Communicate Accurate, Concise, and Easily Understood Information to Their Clients

The Trust is not aware of any barriers or impediments to the ability of Claimants' counsel to communicate accurate, concise, easily understood information to their clients. As explained above, the Trust has prepared materials designed to make it simple and easy for Claimants' counsel to effectively communicate complex material to their clients.

i) Any Other Information That Would Help to Improve Claimants' Understanding of (and Satisfaction with) the Claim Resolution and Distribution Process

The Trust is not aware of any other information that would help to improve Claimants' understanding of or satisfaction with the claim resolution and distribution process.

j) Trust's Assessment of the Effectiveness of Its Claimant Services Program

Based on the foregoing, the Trustee and other members of Trust leadership believe that the Claimant Services program is effective and cost-effective.

As discussed above, some of the factors the Trust looks to in order to develop its assessment include:

- Response time
- Availability of comprehensive written materials
- Proactive identification of and preparation of plain language materials describing most complex aspects of process
- Trauma-informed communications with *pro se* Claimants

B. Overview of the FCR Payment Percentage Dispute

The UST Motion indicates that the UST has received numerous inquiries concerning the ability of Future Abuse Claimants to file claims after the Bar Date, as well as the dispute between the Trustee and Future Claimants' Representative ("FCR") concerning the Trustee's proposal to increase the payment percentage to 5.7%. *See* UST Motion at 7, 9.

1. Ability of Future Abuse Claimants to File Claims After the Bar Date

Under the Plan and related documents, holders of Abuse Claims who were over the age of 18 at the time BSA initiated its bankruptcy proceedings were required to file a Proof of Claim by the Bar Date in November 2020. The Bar Date did not apply to holders of Future Abuse Claims. In order to be eligible for compensation from the Trust, holders of Future Abuse Claims must:

- Have a Direct Abuse Claim that arises from Abuse that occurred prior to the Petition Date;
- As of the date immediately preceding the Petition Date, not have attained eighteen (18) years of age or not be aware of such Direct Abuse Claim as a result of "repressed memory," to the extent the concept of repressed memory is recognized by the highest appellate court of the state or territory where the claim arises;
- Submit the Future Abuse Claim to the Settlement Trust in accordance with [the Trust Distribution Procedures (TDP)] . . . , (i) at a time when the Claim would be timely under applicable estate law if a state court action were filed on the date on which the Future Abuse Claim is submitted to the Settlement Trust, or (ii) if the Future Abuse Claim is not timely under (i) above, it will be eliminated or decreased in accordance with Article VIII.E(iii) below; and
- Have not filed a Chapter 11 POC.

TDP at Art. IV.C. As of the date of this submission, only two Future Abuse Claims have been submitted to the Trust and determined to meet the eligibility requirements above.

As a fiduciary, the Trustee has an obligation to treat all Abuse Claimants (i.e., current and future Claimants) equally. Therefore, at some point in time, the Trustee expects to establish a bar date for Future Abuse Claims, just as one existed for holders of current Abuse Claims. However, the Trustee has yet to set such a bar date.

2. The Payment Percentage Dispute

The payment percentage dispute has been the topic of extensive briefing filed on the docket in this case. The Trust provides an overview of the dispute below but refers interested parties to those filings for more detail. *See*, *e.g.*, Case No. 20-20343 at D.I. Nos. 13460; Case No. 20-10342 at D.I. Nos. 464, 490, 499, 565.

The pending dispute between the Trustee and FCR revolves around the Trustee's attempt to increase the payment percentage, which is the size of the distribution to holders of Abuse Claims. Under the terms of the Trust Agreement, the Trustee is given the power to establish a payment percentage. The establishment of a Payment Percentage is subject to the consent of the Settlement Trust Advisory Committee ("STAC") and the FCR, but consent cannot be unreasonably withheld. The pending dispute stems from the Trustee's proposal to increase the Payment Percentage for distributions to holders of Allowed Abuse Claims from 1.5% (which was previously approved by the STAC and FCR) to 5.7%. While the STAC has consented to this increase, the FCR will not consent to an increase beyond 4.7%.

The central issue in the dispute between the Trustee and FCR involves questions of how many Future Abuse Claims will ultimately be submitted to the Trust. The Trustee's professionals have estimated that there will be 510 Future Abuse Claims, which is based on an analysis of the Claims submitted to the Trust by current Claimants. The STAC's experts have projected that the number of Future Abuse Claims will be similarly low. In contrast, the FCR's experts estimate that there will be more than 11,000 Future Abuse Claims, with nearly all of these claims filed in 2040 or later.

The Court conducted a two-day hearing on June 15–16, 2026 during which multiple witnesses, including the Trustee, provided testimony concerning their respective positions. At the conclusion of the second day, the Court advised the parties to the dispute that it wanted closing arguments, but was not prepared to hold them then. The Court further instructed the parties to submit supplemental briefing concerning the relevant standards regarding the issues. That briefing is expected to conclude by July 24, 2026, and the Trustee expects that oral argument will take place at some point thereafter. It is unclear when a ruling on this dispute—which basically involves the question of whether Claimants will receive an additional 1.0% distribution (i.e., the 5.7% aggregate distribution the Trustee believes appropriate as opposed to the 4.7% aggregate distribution consented to by the FCR and currently being made)—will be issued by the Court.

B. Timing and Amount of Additional Distributions to Claimants

The UST Motion next asks the Trustee to "explain the Trust's current distribution process and anticipated distribution percentage, as well as to present any potential contingencies that could increase Claimants' distributions." UST Motion at 9.

The Trustee's obligations to establish a payment percentage for distributions is governed by the Trust Agreement. Section 2.1(d)(iii) of the Trust Agreement states that the Trustee shall have the power to establish an initial payment percentage (the "Initial Payment Percentage") with respect to Allowed Abuse Claims and adjust the Initial Payment Percentage and any subsequent Payment Percentage as set forth in Section 4.2. Trust Agreement at §§ 2.1(d)(iii); 4.2. Section 4.2 of the Trust Agreement states that the Trustee shall determine from time to time the percentage of value that holders of present and future Allowed Abuse Claims are likely to receive from the Trust Assets available for distribution on account of compensable Allowed Abuse Claims. *Id.* § 4.2. Finally, Section 4.2(d) provides that the Trustee shall base the determination of any Payment Percentage on current estimates of the number, types, and values of present and future Allowed Abuse Claims, the current Trust Assets, all anticipated Trust Operating Expenses, and any other material matters that are reasonably likely to affect the sufficiency of Trust Assets available to pay the present and future holders of Allowed Abuse Claims. *Id.* § 4.2 (d).

In early 2024, in accordance with Section 2.1 of the Trust Agreement, the Trustee established the Initial Payment Percentage as 1.5% of the amount of Allowed Abuse Claims. The Initial Payment Percentage was established based on the limited assets held by the Trust at that time, but with the expectation that certain substantial insurance settlement funds (approximately

$1.65 billion) held in escrow would become available once the Confirmation Order became final, after which the Trustee expected to set a new Payment Percentage, subject to the consent of the STAC and the FCR. *Id*.

As described in the preceding section regarding the FCR Payment Percentage Dispute, in the fall of 2025, the Trustee anticipated that: (i) the Confirmation Order would become final in early 2026, and (ii) the Trust would receive the insurance settlement funds held in escrow. Accordingly, she began analyzing what supplemental distribution the Trust could make to holders of Allowed Abuse Claims. The amount of that distribution is at issue in the pending dispute with the FCR, but the Trustee and FCR reached a partial resolution under which Claimants with Allowed Abuse Claims are receiving an aggregate distribution of 4.7% (a 1.5% initial distribution and a 3.2% supplemental distribution).

The timing and amount of further supplemental distributions is uncertain at the present time because both issues depend on a number of contingencies. First, in connection with the FCR Payment Percentage Dispute, if the Court were ultimately to agree with the Trustee's position, it would result in a further 1% supplemental distribution. However, it is speculative to estimate when a decision on this dispute will be issued or what that decision will be.

Second, the Trustee is presently engaged in a dispute with the insurers that settled with BSA under the confirmed plan of reorganization that could result in additional money coming to the Trust. Specifically, upon finalization of the Confirmation Order earlier this year, those settling insurers were required to release all of the escrowed settlement funds to the Trust. While the insurers released the principal deposited into the escrow accounts (approximately $1.466 billion), they withheld approximately $211 million in interest earned on the escrowed funds that the Trustee believes they were required to deliver to the Trust. On June 22, 2026, the Trustee filed a Motion for Entry of an Order Enforcing the Plan and Confirmation Order that seeks the release of these funds. *See* D.I. 553. The Trustee expects this motion will be heard at the August 19, 2026 omnibus hearing, though it is unclear when the Court will rule on the motion. In the event that the Trustee prevails on the motion, it is possible that a further supplemental distribution could be made using these funds.

Finally, the Trustee is currently litigating claims regarding the approximate 3,000 insurance policies that were assigned to the Trust through the Plan and which were originally issued to BSA and its Local Councils. That litigation is pending in the United States District Court for the Northern District of Texas. The policies at issue in that litigation are believed to provide as much as $4 billion of insurance coverage for Allowed Abuse Claims. The coverage litigation was stayed for nearly two years while the Confirmation Order was being appealed. Since the lifting of the stay, the insurers have filed several motions to dismiss the coverage litigation. So far, the Texas court has issued rulings on two of those motions and resolved the motions largely in the Trustee's favor. The Trustee expects that discovery will start in earnest soon. While the Trustee expects to recover additional proceeds from this litigation, the amount or timing of such recovery is unclear. Currently, there is no trial date for this coverage action.

II. Status Report in Response to the Joinder

The sole issue raised in the Joinder is the Trust's processes for addressing situations where an attorney asserts a lien against a Claimant's recovery.

The Trustee recognizes that represented Claimants have the absolute right to terminate their counsel and then either choose to retain new counsel or proceed *pro se*. Indeed, the Trust has created a form that Claimants can submit to advise the Trust of a change in attorney representation.[16]

While Claimants have the right to terminate their counsel, there are sometimes consequences to that decision stemming from the contract between the former attorney and the Claimant, including questions regarding whether the attorney is entitled to some portion of the Claimant's recovery due to the contingency nature of the contract. Similar to issues concerning the Claimant's right to choose counsel, the Trustee takes no position as to the contractual terms between an attorney and a Claimant and, specifically, whether a particular attorney is entitled to any portion of the Claimant's recovery.

However, under circumstances where a Claimant elects to terminate their attorney, oftentimes the terminated attorney will provide the Trust with notice of a charging lien asserted against any recovery the Claimant may be entitled to receive. Charging liens are generally recognized by courts across the country. *See, e.g.*, *Doroshow, Pasquale, Krawitz & Bhaya v. Nanticoke Memorial Hosp., Inc.*, 36 A.3d 336, 342 (Del. 2012) (reaffirming the "existence of an attorney's right to assert a charging lien in Delaware"). In circumstances where a party has knowledge of the existence of a charging lien and makes a payment to the attorney's former client, the party making such payment could be liable to the attorney. *See Levin v. Gulf Ins. Group*, 69 Cal. App. 4th 1282 (Cal. Ct. App. 1999) (finding that paying party could be liable under theory of tortious interference with prospective economic advantage); *Heller v. Held*, 817 So.2d 1023 (Fla. Dist. Ct. App. 2002) (finding that paying party and former client were jointly and severally liable to attorney who had asserted a valid charging lien).

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[16] *See* https://scoutingsettlementtrust.my.salesforce.com/sfc/p/#Dp0000016pkB/a/Dp0000004NeD/Dc4laUTZtrTun68DvovKyPR.j9RJAFkkPJPLrFPvQuM.

Based on the above, when the Trust has notice of the existence of a charging lien asserted against a particular Claimant's recovery, the Trust cannot make distributions to that Claimant until the lien is resolved without putting Trust resources at risk. However, the Trust is willing and able to make a distribution if an interim agreement between the attorney and Claimant is reached, such as an agreement that the Trust is permitted to distribute the undisputed amount of the Claimant's recovery while the attorney and Claimant resolve issues pertaining to the disputed amount.

The Trust has developed processes and procedures to deal with situations where the existence of an attorney lien inhibits the Trust's ability to make distributions to Claimants. As with many procedures established by the Trust, these procedures have evolved over time. At present, recognizing that lien disputes evolve out of the contractual relationship between the Claimant and his former attorney, the Trust's processes require the Claimant and former attorney to resolve the dispute through a method of their own choosing. *See* Ex. A, Scouting Settlement Trust Attorney Lien Notification Form; Ex. B, Scouting Settlement Trust Attorney Lien Complete/Partial Resolution Form ("Lien Resolution Form"). The Trust further encourages the parties to come to a partial resolution concerning what amount is undisputed so that the Claimant can receive a portion of their distribution while they resolve the issues concerning the disputed portion separately.[17]

The overarching concern raised by the Joinder is that the Trust's current processes require a Claimant to arbitrate the fee dispute. This concern is misplaced and is apparently based on a misreading of the Trust's Lien Resolution Form. While arbitration is one option available to a

[17] The question of what is disputed versus undisputed is not as simple as determining the former attorney's contingency rate and assuming that anything beyond that percentage is "undisputed." In certain cases, the former attorney will have incurred expenses that they assert are owed on top of the contingency. Additionally, the Trustee has learned that some attorneys have provisions in their retention agreements that allow them to seek attorneys' fees in the event they are forced to litigate issues concerning their retention agreement with the Claimant.

Claimant to resolve the fee dispute, it is merely one of several options and is certainly not a course of action that the Trust requires Claimants to take. The Lien Resolution Form clearly states that in the event the parties cannot fully resolve their fee dispute, "the Claimant and/or former attorney must commence arbitration ***or some other available binding dispute resolution proceeding under applicable law and/or your retention agreement***." *See* Lien Resolution Form at 2. The "other available binding dispute resolution proceeding" includes the option to litigate the dispute in a court of competent jurisdiction. To the extent a Claimant believes this Court is a proper court to resolve that dispute, Claimants are free to raise that issue at the appropriate time, and this Court can determine whether it has jurisdiction. Contrary to the Joinder's suggestion, the Trust's new processes are not intended to divest this Court of jurisdiction to hear the pending motion filed by the Former Slater Claimants. The Trustee takes no position as to whether the Court has jurisdiction to resolve that Motion.

The Joinder raises questions as to why the Trust's current lien resolution process no longer contemplates the Trust potentially filing interpleader actions. The Trust changed the process after concluding that lien disputes are between Claimants and their former counsel, and that it would not be an efficient use of Trust resources to continuously litigate interpleader actions. The Trust's decision was further influenced by the fact that both Claimants and attorneys raised concerns with being hauled into a Delaware court when neither was a citizen of the state in the few interpleader actions it did file, but then dismissed. Indeed, the Court itself has raised concerns over whether it has jurisdiction to resolve attorney-client fee disputes.

CONCLUSION

The Trustee hopes that the information presented in this Status Report assists the UST, Claimants, and the Former Slater clients in better understanding the Trust's operations. The

Trustee's counsel is happy to answer additional questions from the Court at the July omnibus hearing or via further written submission if requested to do so.

Dated: July 2, 2026
Wilmington, Delaware

A.M. SACCULLO LEGAL, LLC

/s/ Mark T. Hurford
Mark T. Hurford (DE Bar No. 3299)
27 Crimson King Drive
Bear, DE 19701
Telephone: (302) 836-8877
Facsimile: (302) 836-8787
Email: mark@saccullolegal.com

– AND –

GILBERT LLP
Kami E. Quinn (admission *pro hac vice*)
Emily P. Grim (admission *pro hac vice*)
Michael B. Rush (admission *pro hac vice*)
Brittney M. Welch (admission *pro hac vice*)
700 Pennsylvania Avenue, SE
Suite 400
Washington, DC 20003
Telephone: (202) 772-2200
Facsimile: (202) 772-3333
Email: quinnk@gilbertlegal.com
grime@gilbertlegal.com
rushm@gilbertlegal.com
welchb@gilbertlegal.com

Attorneys for the Honorable Barbara J. Houser (Ret.), in her capacity as Trustee of the BSA Settlement Trust

Appendix A: Statistics re: FAQs

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
1.1 What is the Plan?	2,211
1.2 When was the Plan approved?	813
1.3 Is the Plan still subject to an appeal?	1,551
1.4 When did the Plan become "effective?"	666
1.5 What does it mean that the Plan is "effective?"	866
2.1 What is a settlement trust?	2,592
2.2 Who is the Trustee of the Trust?	2,731
2.3 Who are the Claims Administrators?	1,685
2.4 What is the Settlement Trust Agreement?	2,076
2.5 What are the Trust Distribution Procedures?	8,527
2.6 Who is the Claims Processor?	1,021
2.7 What is the Settlement Trust Advisory Committee?	968
2.8 Will the Trust disclose information regarding the general administration of the Trust?	1,066
3.1 Can I still elect to receive the $3,500 expedited settlement distribution if I did not make the election on my ballot when I voted on the Plan?	4,330
4.1 What is a "Proof of Claim?"	1,946
4.2 How can I obtain access to my Proof of Claim?	1,394
4.3 Can I amend or revise my Proof of Claim?	783
4.4 What is a Claims Questionnaire?	881
4.5 Where can I find, and when can I submit, the Claims Questionnaire?	752
4.6 Can I still receive a distribution from the Trust if I did not file a Proof of Claim with the Bankruptcy Court (or Omni Management Solutions) on or before November 16, 2020?	1,418
4.7 How do I get more information about the Scouting Settlement Trust? (the "Trust")	745
4.8 Will the Trust conduct "Town Hall" meetings?	584
4.9 How can I get information about my Claim?	1,565
4.10 How will the Trust protect the confidentiality of the personal information I have submitted and/or may submit?	560
4.11 Can I put my name on a list to receive periodic electronic updates regarding the administration of the Trust?	413
4.12 Can I speak to someone at the Trust about my Abuse Claim or other questions I may have?	584
4.13 How do I send paper correspondence to the Trust?	361
4.14 How do I report potential fraud to the Claims Administrator?	430
4.15 If the Trust determines that I am the holder of an Allowed Abuse Claim, is there any risk that a payment from the Trust could make me ineligible for government benefits that I currently receive?	1,013
4.16 Are there any tax implications if I accept compensation from the Trust?	1,836

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
4.17 I am a Claimant (or a Claimant's lawyer) who failed to timely file a Proof of Claim against BSA. How can I assert a claim against the Trust for sexual abuse connected to a Local Council or another Protected Party?	523
4.18 Where can I locate the "statute of limitation scaling factors?"	2,191
5.1 I'm a Claimant – How do I access my Claims Questionnaire?	5,279
5.2 I'm an attorney – How do I create a Claims Processing Portal Account and access the Abuse Claim(s) for my Claimant(s)?	1,373
5.3 What information is available to Claimants and attorneys in the Claims Processing Portal?	4,808
5.4 How do I access the Claims Processing Portal?	7,536
5.5 What if I need help using the Claims Processing Portal or submitting the Claims Questionnaire?	962
5.6 What is an Additional Information Request and why might I receive one?	3,223
5.7 How do I respond to an Additional Information Request?	2,090
5.8 What do I do if I believe I have received an Additional Information Request for something I have already provided?	1,344
6.1 Do I have to create an account and complete the Expedited Claims Questionnaire to have my Expedited Distribution Abuse Claim considered by the Claims Administrator?	1,454
6.2 What do I do if I am unable to submit the Expedited Claims Questionnaire online?	605
6.3 Can a Personal Representative submit an Expedited Distribution Claim on behalf of an Abuse Claimant?	1,332
6.4 Is there a deadline to complete the Expedited Claims Questionnaire?	1,144
6.5 How can I access the status of my Expedited Distribution Abuse Claim?	984
6.6 Can I withdraw my Abuse Claim from the Trust?	560
6.7 What if I have additional questions about the Expedited Claims Questionnaire?	346
6.8 When will I receive payment?	10,581
6.9 What is a notarized signature and how can I get my signature notarized?	512
6.10 What do I do if I am unable to get my signature notarized?	349
7.1 Do I have to create an account and complete the Trust Claims Questionnaire to have my Trust Claim Submission considered by the Claims Administrator?	3,132
7.2 What do I do if I am unable to submit the Trust Claims Questionnaire online?	1,450
7.3 Can a Personal Representative submit a Trust Claim Submission on behalf of an Abuse Claimant?	3,215
7.4 Is there a deadline to complete the Trust Claims Questionnaire?	3,033
7.5 How can I access the status of my Trust Claim Submission?	14,916
7.6 Can I withdraw my Abuse Claim from the Trust?	1,652
7.7 What if I have additional questions about the Trust Claims Questionnaire?	699
7.8 How can a Claimant establish a connection to Scouting?	17,372
7.9 If I submit a Trust Claims Questionnaire for my Trust Claim Submission, am I guaranteed to receive a payment?	3,089

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
7.10 Will I receive payment of my full allowed amount if my claim is determined to be an Allowed Abuse Claim?	7,634
7.11 I submitted the Trust Claims Questionnaire. When will a decision be made?	5,115
7.12 What is an Exigent Health Claim?	1,738
7.13 How is the Proposed Allowable Claim Amount for a Submitted Abuse Claim determined?	3,709
7.14 What is Claim Determination Deferral?	1,357
7.15 How will I be notified about the outcome of my Abuse Claim?	11,790
7.16 What is the "Release" that I need to sign?	7,501
7.17 What is a notarized signature and how can I get my signature notarized?	2,912
7.18 I am a Claimant. How do I learn more about the Trust Claims ("Matrix") Process?	2,221
7.19 What is a sworn third-party witness statement?	1,651
7.20 How will the Trust create abuser profiles, and will this information be made available to Claimants?	1,121
7.21 Can I submit audio or video recordings instead of a written narrative?	540
7.22 How does the Trust calculate the allowed claim amount?	8,115
7.23 How does the Trust calculate the aggravating factors?	2,273
7.24 How does the Trust calculate the mitigating factors?	3,263
7.25 How does the Trust decide about the exact numerical factor to apply as an aggravating or mitigating factor within the ranges or guidelines prescribed by the TDP?	1,233
7.26 Can I Seek Reconsideration of the Trust's Determination of my Claim?	2,849
7.27 If an Abuser's Profile changes over time, how will that impact my claim?	843
7.28 What If an incarcerated Claimant cannot submit the Matrix Claims Questionnaire by the July 26, 2024 deadline due to mail processing delays at the jail or prison?	746
7.29 What happens if the relevant state's statute of limitations is changed after my claim is decided?	1,513
7.30 What is the deadline for an attorney to upload a complete and signed hard copy Matrix Claims Questionnaire?	541
7.31 What do I do if I missed the Matrix Claims Questionnaire filing deadline due to extraordinary circumstances beyond my control?	1,530
7.32 What is the Matrix Late Claim Filing Deadline?	587
7.33 What is my obligation to report other settlements, awards, or contributions to the Trust related to my Abuse Claim?	869
7.34 How Much Time Do I Have to Submit a Reconsideration Request?	1,221
7.35 How can I know how far my claim has progressed in the Trust's review?	4,970
7.36 How is the supplemental supporting documentation that I submit to the Trust used during the review of my claim?	865
7.37 How long do I have to schedule the interview once I receive the Trust's request?	303
7.38 Am I allowed to reschedule my interview?	203

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
7.39 What do I need to do to prepare for the interview?	303
7.40 Should my attorney attend the interview if I am represented?	298
7.41 The Trust asked me to schedule an interview. How do I schedule an interview?	399
7.42. What should I do if the Trust requests an interview with my Client who is incarcerated?	271
7.43 What is the CPI-U Adjustment and how will it impact my claim?	24,508
7.44 How does the CPI-U adjustment impact the base matrix value and the maximum matrix value?	1,191
7.45 What is the Reconsideration Request Process for *Pro Se* Claimants Who Receive Hard Copy Claim Outcomes via US Mail?	286
7.46 Can I Withdraw My Reconsideration Request and Can I Get My Money Back?	283
7.47 How can personal knowledge be established in a Legally Authorized Representative claim?	138
8.1 What is the Independent Review Option and if I elect to participate in the Independent Review Option, how is the allowed amount of my Abuse Claim determined?	2,913
8.2 I am a Claimant. How do I learn more about the IRO process?	838
8.3 I am an attorney representing Claimants. How do I learn more about the IRO process?	537
8.4 Is there a deadline by which I need to elect the IRO?	728
8.5 I elected the IRO on the Claims Questionnaire. How do I make my initial $10,000 administrative fee payment and what is the deadline for submitting the payment?	538
8.6 Can I speak to someone at the Trust about my IRO claim?	563
8.7 Is the initial administrative fee payment refundable if I change my mind?	474
8.8 When is the second $10,000 administrative fee payment due?	563
8.9 What if I cannot afford to pay the initial administrative fee to participate in the IRO process?	673
8.10 What is the deadline for submitting a Fee Waiver Request?	370
8.11 What happens to my claim if I change my mind and decide not to pursue the IRO?	434
8.12 In what order are the IRO claims processed?	780
8.13 Do I have a right to pursue discovery as part of the IRO process? Can I take depositions? Can I call live witnesses?	555
8.14 When the assigned neutral makes a Settlement Recommendation about my reward, is that final or does the Settlement Trustee have to weigh in?	770
8.15 How many days after my hearing will I receive a Settlement Recommendation?	2,503
8.16 Will insurers be part of my IRO process?	410
8.17 What are the proof requirements for receiving a Settlement Recommendation?	595
8.18 Will my hearing be in person or on Zoom?	340
8.19 Can I choose the neutral who will hear my claim?	271

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
8.20 When the value of my Settlement Recommendation is set and accepted by the Settlement Trustee, can I expect to be paid in full?	1,082
8.21 What happens if I lose my IRO claim and receive no compensation? Will I then have an opportunity to pursue recovery under the TDP Matrix process?	541
8.22 Does IRO use the case matrix and scaling factors to evaluate a claim?	491
8.23 How are payment percentages determined for IRO awards?	883
8.24 Will any part of my IRO Settlement Recommendation be paid from the Excess Award Fund? Is there any estimate for how much money will be in it?	823
8.25 Do I need to file anything else along with my IRO Complaint?	321
8.26 I previously filed a lawsuit in state or federal court alleging the same acts of sexual abuse for this Claimant. May I use that prior complaint as my IRO Complaint?	396
8.27 What is the admissibility of the required expert report regarding damages?	348
9.1 What is a "Future Abuse Claim?"	4,226
9.2 Who is the Future Claimants' Representative?	1,188
9.3 What are the eligibility requirements to potentially receive compensation from the Trust for a Future Abuse Claim?	2,369
9.4 How do I file a Future Abuse Claim with the Trust?	1,486
9.5 What type of Claim can I submit as a Future Abuse Claimant?	809
9.6 When do I submit my Claims Questionnaire to the Trust?	475
9.7 Is there a deadline to file a Future Abuse Claim?	1,081
9.8 Can I Seek Reconsideration of the Trust's Eligibility Determination of my Future Abuse Claim?	356
9.9 What do I do if I missed the Future Abuse Claims Questionnaire submission deadline due to extraordinary circumstances beyond my control?	287
10.1 What is an "Other Protected Party Claim?"	3,134
10.2 What are the eligibility requirements to file a claim with the Trust for an Other Protected Party Claim?	1,337
10.3 How do I present an Other Protected Party Claim to the Trust?	987
10.4 What type of Claim can I submit as an Other Protected Party Claimant?	703
10.5 When do I submit my Claims Questionnaire to the Trust?	497
10.6 Is there a deadline to file an Other Protected Party Claim?	701
10.7 Can I Seek Reconsideration of the Trust's Eligibility Determination of my Other Protected Party Claim?	326
10.8 What do I do if I missed the Other Protected Party Claims Questionnaire submission deadline due to extraordinary circumstances beyond my control?	194
10.9 Is there a deadline to file an Other Protected Party ("OPP") Independent Review Option ("IRO") Claim?	206
11.1 How do I change my mailing address or other personal identifying information?	977
11.2 Is the Trust my attorney or does it represent me regarding the allowance of my Abuse Claim?	1,591
11.3 Can the Trust help me locate my attorney?	907

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
11.4 Do I need a lawyer to represent me?	1,300
11.5 What should I do if I'm a Claimant and I want to change which attorney represents me?	2,155
11.6 I'm an attorney – What should I do if I do not see all of the claims I represent when I log into the Claims Processing Portal?	633
11.7 What if a time comes in the claims process when the claim needs to be taken over by a representative?	2,004
11.8 If the need to appoint a representative just arose, and papers that legally authorize the representative's status are not yet available, how do we file the claim? Who signs it?	588
12.1 What is the Document Appendix and Document Repository?	3,442
12.2 How Can a *Pro Se* Claimant Access Information in the Document Repository?	2,626
12.3 How Can Attorneys Access the Document Repository?	2,024
12.4 Is Additional Discovery Available Under the Document Appendix?	2,008
13.1 Will the Trust provide mental health assistance?	4,246
14.1 Where can I find the Youth Protection Program approved under the Plan?	516
14.2 What is the Youth Protection Executive?	397
14.3 Who is the Youth Protection Executive?	306
14.4 What is the Youth Protection Committee?	326
14.5 Who are the members of the Youth Protection Committee?	367
15.1 What is the Advance Payment Program (APP) and what are the criteria to participate?	23,864
15.2 How will I be notified if I can participate in the Advance Payment Program?	10,671
15.3 How quickly can I expect to receive an Advance Payment?	11,302
16.1 When will I get my payment?	60,306
16.2 How much money will be in my distribution?	45,557
16.3 What factors affect how much money can be distributed?	15,422
16.4 Why was the initial payment percentage so small?	14,001
16.5 How many distributions will there be?	33,564
16.6 How much money will I get in the end? What percentage of my allowed claim amount can I expect to receive once all the distributions to me have been paid?	67,317
16.7 What is the Trustee doing to help survivors in this situation?	5,160
16.8 Will I see an additional payment for the CPI-U adjustment if I received an initial distribution prior to February 19, 2026?	4,198
16.9 Deferral of Distribution: Can I defer distributions from the Trust related to my Claim?	1,453
16.10 What is the Dispute with the Future Claims Representative?	1,270
17.1 What is a Governmental healthcare lien?	6,230
17.2 Can I prepare my Governmental Healthcare Liens Election Forms in advance?	3,025
17.3 What is a Lien Resolution Administrator?	1,819
17.4 What healthcare liens/obligations will be addressed by the Lien Resolution Administrator?	2,704

Appendix A, Table #1: Total Views/"Hits" by Individual FAQ	
FAQ	**# Views**
17.5 Should I contact Medicare, Medicaid, the Department of Veterans Affairs, TRICARE, my Medicare Part C/Medicare Advantage plan or my Medicare Part D plan regarding potential liens if I am entitled to these benefits?	1,630
17.6 What healthcare/medical liens are NOT being addressed by the Lien Resolution Administrator?	1,794
17.7 How Does My Lien Resolution Choice Affect My Payment?	2,339
17.8 What Options Do I have to Address Governmental Healthcare Liens so I Can Get Paid by the Trust?	637
17.9 How do I Make an Election for My Governmental Healthcare Lien Resolution?	635
17.10 How Will the Trust Reserve Money for Payment of my Liens and Fees?	539
17.11 What if I don't have any Healthcare Liens?	1,967
17.12 Can't the Trust Just Pay Me Now and Let Me Deal with Governmental Healthcare Liens Later?	627
17.13 How are Medicare Part A and/or Part B liens being resolved for Expedited Distribution Claimants?	1,045
Total	**634,603**

Appendix B: Statistics re: Claimant Services Staffing Levels

Appendix B, Table #1: Total Claimant Services Staff by Program Year and Month				
Program Year	**Month & Year**	**# of Claimant Services Resources**	**Calendar Year**	**Average by Calendar Year**
Year 1	Aug-23	11.00	2023	18
Year 1	Sep-23	17.00	2023	
Year 1	Oct-23	17.00	2023	
Year 1	Nov-23	21.00	2023	
Year 1	Dec-23	24.00	2023	
Year 1	Jan-24	16.00	2024	12
Year 1	Feb-24	16.00	2024	
Year 1	Mar-24	16.00	2024	
Year 1	Apr-24	12.00	2024	
Year 1	May-24	12.00	2024	
Year 2	May-24	18.00	2024	
Year 2	Jun-24	16.00	2024	
Year 2	Jul-24	14.00	2024	
Year 2	Aug-24	13.00	2024	
Year 2	Sep-24	6.00	2024	
Year 2	Oct-24	6.00	2024	
Year 2	Nov-24	6.00	2024	
Year 2	Dec-24	5.00	2024	
Year 2	Jan-25	5.00	2025	5
Year 2	Feb-25	6.00	2025	
Year 2	Mar-25	5.00	2025	
Year 3	Apr-25	5.00	2025	
Year 3	May-25	6.00	2025	
Year 3	Jun-25	5.00	2025	
Year 3	Jul-25	5.00	2025	
Year 3	Aug-25	5.00	2025	
Year 3	Sep-25	5.00	2025	
Year 3	Oct-25	5.00	2025	
Year 3	Nov-25	5.00	2025	
Year 3	Dec-25	5.00	2025	
Year 3	Jan-26	5.00	2026	5
Year 3	Feb-26	5.00	2026	
Year 3	Mar-26	5.00	2026	
Year 3	Apr-26	5.00	2026	

Appendix C: Response Times

Appendix C, Table #1: Average Resolution Time by Year by Origin – Phone & Voicemail			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	0.0212	2.25	2,614
2024	0.0118	1.01	8,208
2025	0.0410	0.87	1,300
2026	0.0302	0.69	307
Program to Date	**0.0146**	**1.23**	**12,429**

Appendix C, Table #2: Average Resolution Time by Year by Origin – Phone Only			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	0.0146	2.41	2,222
2024	0.0097	1.06	7,046
2025	0.1396	1.43	205
2026	0.1056	1.35	86
Program to Date	**0.0111**	**1.38**	**9,559**

Appendix C, Table #3: Average Resolution Time by Year by Origin – Voicemail Only			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	0.082	1.68	392
2024	0.082	0.76	1,162
2025	0.027	0.78	1,095
2026	0.009	0.44	221
Program to Date	**0.056**	**0.88**	**2,870**

Appendix C, Table #4: Average Resolution Time by Year by Origin – Email			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	0.296	2.17	5,340
2024	0.193	1.38	42,642
2025	0.540	1.98	25,428
2026	1.102	3.03	13,065
Program to Date	**0.457**	**1.85**	**86,475**

Appendix C, Table #5: Average Resolution Time by Year by Origin – Hard Copy Mail			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	7.188	9.57	72
2024	0.921	4.68	497
2025	0.219	3.80	792
2026	0.018	3.08	268
Program to Date	**0.259**	**4.23**	**1,629**

Appendix C, Table #6: Average Resolution Time by Year by Origin – Web Form			
Year	**Median Resolution Time (Calendar Days)**	**Average Resolution Time (Calendar Days)**	**# of Cases**
2023	0.508	2.15	2,099
2024	0.629	1.49	8,377
2025	0.933	2.09	7,221
2026	1.753	2.97	6,304
Program to Date	**0.853**	**2.11**	**24,001**