



**Fees and Expenses:** Class Counsel have not received any payment for their work investigating the facts, conducting this Litigation and negotiating the Settlement. They will ask the Court to award attorneys' fees not to exceed thirty three and one third percent (33⅓%) of the Settlement Fund and reimbursement of out-of-pocket expenses not to exceed \$225,000 to be paid from the Settlement Fund. In addition, the Lead Plaintiffs devoted significant amounts of time to the Litigation and incurred costs and expenses directly related to the representation of the class in the amount of \$3,150 for which they will seek reimbursement. If the above amounts are requested and approved by the Court, the average cost per share will be approximately \$0.13.

**Deadlines:**

Submit Claim: October 24, 2007

File Objection: September 7, 2007

**Court Hearing on Fairness of Settlement:** September 28, 2007

**More Information:** [www.strategicclaims.net](http://www.strategicclaims.net) / or

*Claims Administrator*  
SupportSoft Securities Litigation  
Strategic Claims Services  
P.O. Box 230  
600 North Jackson Street, Suite 3  
Media, PA 19063  
(866) 274-4004

<p style="text-align: center;"><i>Class Counsel</i></p> <p>Joseph Sternberg Labaton Sucharow &amp; Rudoff LLP 100 Park Avenue New York, New York 10017-5563 Telephone: (212) 907-0700 Fax: (212) 818-0477 <a href="mailto:jsternberg@labaton.com">jsternberg@labaton.com</a></p>	<p>Mark Kindall Schatz Nobel Izard, P.C. 20 Church Street, Suite 1700 Hartford, Connecticut 06103 Telephone: (860) 493-6292 Fax: (860) 493-6290 <a href="mailto:mkindall@snilaw.com">mkindall@snilaw.com</a></p>
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YOUR LEGAL RIGHTS AND OPTIONS IN THIS SETTLEMENT	
<b>SUBMIT A CLAIM FORM</b>	Fill out and send in the Proof of Claim and Release form enclosed with this Notice to participate in the proceeds from this Settlement.
<b>OBJECT</b>	You may write to the Court if you object to any part of the Settlement.
<b>GO TO A HEARING</b>	You may ask to speak in Court about the fairness of this Settlement.
<b>DO NOTHING</b>	If you don't fill out and submit the Proof of Claim and Release form, you will not receive any payment from the Settlement, but you will nevertheless forfeit your right to sue for the claims at issue in this Litigation.

These rights and options, and the deadlines for exercising them, are explained in further detail in this Notice. The Court in charge of this case must decide whether to approve the Settlement. If the Court approves the Settlement and after any appeals are resolved, payments will be made to members of the Class who timely submit the paperwork described below. Please be patient.

**BASIC INFORMATION**

**1. Why Did I Get This Notice Package?**

You or someone in your family may have purchased, acquired or owned Shares of SupportSoft common stock during the Class Period. Only those who actually purchased Shares between January 20, 2004 and October 1, 2004, and who continued to hold those Shares on September 14, 2004 can recover under the Settlement.

The Court sent you this Notice because you have a right to know about a proposed Settlement of a class action lawsuit, and about all of your options, before the Court decides whether to approve the Settlement.

## 2. What Is This Lawsuit About?

The Complaint alleges that Defendants made false and misleading statements about the reasons for SupportSoft's record revenues, resulting in the artificial inflation of the price of SupportSoft common stock during the Class Period. The Complaint also alleges that investors who purchased SupportSoft's common stock during that period were injured when the misleading nature of Defendant's statements was revealed and the price of the stock dropped. Defendants assert that the allegations of the complaint are without merit. All Defendants deny that they did anything wrong.

## 3. Why Is This a Class Action?

In a class action, one or more people sue on behalf of people who have similar claims. If a court determines that it is appropriate for the case to proceed as a class action, the court certifies the class and appoints one or more members of the class to be class representatives (in this case, the Court appointed one of the Lead Plaintiffs, Scott Roland, to be the Class Representative). In a class action, one court resolves the issues for all members of the class at the same time, except for those who voluntarily exclude themselves from the class. Judge Susan Illston, of the United States District Court for the Northern District of California, is in charge of this class action.

## 4. What Is the Amount of the Settlement?

Defendants and their insurance carriers have agreed to pay \$10.7 million in cash in settlement of this case.

## 5. Why Is There a Settlement?

The Court did not decide in favor of the Class or the Defendants. Instead, both sides agreed to a settlement based on a compromise of the claims and defenses. That way, they avoid the cost and risk of a trial, and eligible members of the Class who make a valid claim are assured of some compensation.

The Settlement was arrived at through arms-length negotiations, assisted by a former federal judge who is an experienced mediator. Before agreeing to the Settlement, Class Counsel engaged in extensive analysis of the reasonableness of the Settlement, including: (1) consultation with experts on issues concerning the damages that may have been suffered by the Class; (2) consultation with witnesses and potential witnesses concerning the allegations in the Complaint; (3) examination of analysts' reports, newspaper articles, public filings, press releases, and other public statements by and about SupportSoft; (4) research of the applicable law with respect to the claims asserted against Defendants, and the potential defenses thereto; and (5) review and analysis of hundreds of thousands of pages of internal SupportSoft documents.

Based on their investigation and discovery of the claims and the experience that Class Counsel have in litigating similar complex actions, the Class Representative and Class Counsel believe that the Settlement is in the best interests of all members of the Class.

## 6. Who Can Recover Money Under the Settlement?

All persons who purchased Shares of SupportSoft common stock between January 20, 2004 and October 1, 2004, who continued to hold their shares until at least September 14, 2004, may be entitled to payments under the Settlement (the response to question 7 below contains more information on how the Settlement Fund will be allocated). However, the following persons and entities are excluded from the Class and may not participate in the Settlement:

- Defendants (SupportSoft, former SupportSoft CEO Radha Basu ("Basu"), former SupportSoft CFO Brian Beattie ("Beattie"))
- Members of Basu's or Beattie's immediate families
- Any entity in which any Defendant has or had a controlling interest;
- Any current or former director or officer of SupportSoft;
- Any person or entity that requested to be excluded from the Class at the time that the Class was Certified in 2006;
- Any legal representative, heir, successor, or assign of any excluded party.

If you are still not sure whether you are included, you can ask for free help. You can call the Claims Administrator, Strategic Claims Services, at 1-866-274-4004 for more information. Or you can fill out and return the Proof of Claim and Release form described in question 8 below, to see if you qualify.

## 7. How Much Will My Payment Be?

After payment of court-approved legal fees and attorney and Plaintiff expenses and the costs of claims administration (including the costs of printing, publishing and mailing notice to the Class), the balance of the Settlement Fund (the "Net Settlement Fund") will be distributed to eligible members of the Class who timely submit valid Proof of Claim and Release forms, with supporting documentation ("Authorized Claimants").

To the extent there are sufficient funds in the Net Settlement Fund, each Authorized Claimant will receive an amount equal to his or her "Recognized Loss" as described below. If, however, the amount in the Net Settlement Fund is not sufficient to permit payment of the total Recognized Loss of each Authorized Claimant, then each Authorized Claimant shall receive a pro rata share based on his or her Recognized Loss. For example, if the amount of the Net Settlement Fund is twenty-five percent of the total amount of all claims that are filed, each Authorized Claimant will recover a quarter of his or her Recognized Loss.

You cannot recover more from the Settlement than you actually lost, as measured by comparing your purchases of Shares during the Class Period (January 20, 2004 to October 1, 2004), to your sales of Shares on a first-in, first-out ("FIFO") basis. Gains on purchases of Shares during the Class Period will be netted against losses on purchases during the Class Period. (Purchases to cover a "short" position are eligible purchases. Purchases of "options" are not eligible. Gifts of Shares are not eligible purchases.) If you still held the Shares at the close of the market on December 31, 2004, your "sales price" will be deemed to be \$5.75 (the average closing share price during the 90 days following the end of the Class Period).

Your "Recognized Loss" is the amount of your actual loss that can be traced to declines in the price of SupportSoft Shares on September 14, 2004 and October 4, 2004, which followed disclosures related, at least in part, to the alleged misconduct by Defendants set out in the Complaint. Because the disclosure triggering the September 14, 2004 drop was only partly related to the misconduct alleged in the Complaint, only half of the September 14, 2004 stock price drop, or \$0.59, is included in Recognized Loss. All of the stock price drop on October 4, 2004 (a total of \$3.41) is included in Recognized Loss. If you purchased Shares during the Class Period which you held through both the September 14, 2004 and October 4, 2004 stock drops, both \$0.59 and \$3.41 (a total of \$4.00) are included in your Recognized Loss.

To determine the amount of your "Recognized Loss," use the following calculation, again matching purchases and sales on a FIFO basis and using the "trade" or "contract" date, and not the "settlement" or "payment" date:

For Shares ***purchased on or after January 20, 2004 but before September 14, 2004***, and

- a. sold before September 14, 2004, there is no Recognized Loss;
- b. sold on or after September 14, 2004, but before October 4, 2004, the Recognized Loss per share is the lesser of (i) \$0.59 or (ii) the difference between the purchase price and the sales price;
- c. sold on or after October 4, 2004, but before the market closed on December 31, 2004, the Recognized Loss per share is the lesser of (i) \$4.00 or (ii) the difference between the purchase price and the sales price;
- d. held as of the close of the market on December 31, 2004, the Recognized Loss per share is the lesser of (i) \$4.00 or (ii) the difference between the purchase price and \$5.75.

For Shares ***purchased on or after September 14, 2004 but before the market closed on October 1, 2004***, and

- a. sold before October 4, 2004, there is no Recognized Loss;
- b. sold on or after October 4, 2004, but before the market closed on December 31, 2004, the Recognized Loss per share is the lesser of (i) \$3.41 or (ii) the difference between the purchase price and the sales price.
- c. held as of the close of the market on December 31, 2004, the Recognized Loss per share is the lesser of (i) \$3.41 or (ii) the difference between the purchase price and \$5.75.

## **8. How Will I Get a Payment?**

To qualify for payment, you must submit a Proof of Claim and Release form, a copy of which is enclosed with this Notice. Read the instructions carefully, fill out and sign the form, attach all the supporting documents requested on the form, and mail the form and the documents with proper postage, postmarked no later than October 24, 2007, to: Claims Administrator, SupportSoft Securities Litigation, Strategic Claims Services, P.O. Box 230, 600 North Jackson Street, Suite 3, Media, PA 19063.

## **9. When Will I Get My Payment?**

The Court will hold a hearing on September 28, 2007, to decide whether to approve the Settlement. If Judge Illston approves the Settlement, there may be appeals which could take considerable time to resolve. Everyone who sends in a Proof of Claim and Release form will be informed of the determination with respect to their claim; however, processing all of the claims takes time. Please be patient.

## 10. If I Don't Like the Settlement, Can I Bring My Own Suit Against the Defendants?

No. Members of the Class were notified about the pendency of the Litigation after the Court certified the Class in June of 2006, and were given the opportunity to request exclusion from the Class at that time. If the Court approves the proposed Settlement, all members of the Class who did not request exclusion in 2006 will be bound by the terms of the Settlement and barred from suing, continuing to sue, or being part of any other lawsuit against the Defendants concerning the same legal and factual issues which are involved in this Litigation.

## 11. What Can I Do If I Don't Like the Settlement?

Any Class Member may make a written submission to the Court setting out objections to any aspect of the Settlement, including, but not limited to, the total amount of the Settlement, the plan for allocating the Net Settlement Fund among members of the Class, or the requests for fees and expenses. The Court will consider any arguments you make for why the Settlement should not be approved.

To object, you must send a letter saying that you object to the Settlement in *In re SupportSoft, Inc. Securities Litigation*, Civil Action No. C 04-5222 SI. Be sure to include your name, address, telephone number, your signature, the number of shares of SupportSoft common stock purchased during the Class Period, and the reasons you object to the Settlement. To be considered, any objection to the Settlement must be postmarked by no later than September 7, 2007 and sent to the Court and to counsel for the parties at the following addresses:

<b>COURT:</b>	<b>CLASS COUNSEL:</b>	<b>COUNSEL FOR ALL DEFENDANTS:</b>
Clerk of the Court UNITED STATES DISTRICT COURT NORTHERN DISTRICT OF CALIFORNIA United States Courthouse 450 Golden Gate Avenue San Francisco, CA 94102	Joseph Sternberg, Esq. Labaton Sucharow & Rudoff LLP 100 Park Avenue, 12th Floor New York, NY 10017-5563  Mark Kindall, Esq. Schatz Nobel IZard, P.C. 20 Church Street, Suite 1700 Hartford, CT 06103	Boris Feldman, Esq. Wilson Sonsini Goodrich & Rosati Professional Corporation 650 Page Mill Road Palo Alto, CA 94304-1050

## 12. When and Where Will the Court Decide Whether to Approve the Settlement?

The Court will hold a hearing (the "Fairness Hearing") at 9:00 a.m., on September 28, 2007, at the United States Courthouse, 450 Golden Gate Avenue, San Francisco, California, to determine whether to approve the Settlement, based on whether it is fair, reasonable, and adequate. The Court will also determine how much to pay to Class Counsel and the extent to which Class Counsel and Lead Plaintiffs will be reimbursed for their costs and expenses. The Court may decide these issues at the Fairness Hearing or take them under consideration and decide them at a later time.

The Fairness Hearing is open to all members of the public. Any Class Member who has timely filed a written objection in accordance with the instructions in the preceding section may ask to speak about his or her objection at the Fairness Hearing, but speaking is not required. Judge Illston will consider arguments presented at the hearing, as well as any written objections that have been timely submitted by members of the Class.

## 13. Do I Have a Lawyer in this Case?

The Court appointed Class Counsel to represent you and other members of the Class. You will not be charged for these lawyers' work; instead, the Court will determine whether and in what amount Class Counsel will be paid out of the Settlement Fund (see below). If you want to be represented by your own lawyer, you may hire one at your own expense.

## 14. How Will the Lawyers Be Paid?

Class Counsel will ask the Court for attorneys' fees not to exceed 33⅓% of the Settlement Fund (an average of \$0.13 per share) and for reimbursement of out of pocket expenses up to \$225,000 (less than one cent per share), which Class Counsel advanced in connection with the Litigation. In addition, the Lead Plaintiffs will ask the Court for reimbursement of certain costs and expenses directly incurred in connection with representation of the Class in the amount of \$3,150. The application for the payment of fees and reimbursement of costs and expenses will be filed with the Court on August 24, 2007 and may be reviewed at the Courthouse on or after that date. Such sums as may be approved by the Court will be paid from the Settlement Fund. Members of the Class are not personally liable for any such fees or expenses.

### 15. What Happens if I Do Not Submit a Proof of Claim and Release?

If you do not submit a Proof of Claim and Release, you will not receive any money from this Settlement Fund. Even if you haven't submitted a Proof of Claim and Release form, and even if you have not received any money under the Settlement, you will still be barred from starting a lawsuit, continuing a lawsuit, or being part of any other lawsuit against the Defendants based on the same legal or factual issues in this Litigation.

### 16. How Can I Get More Information About the Settlement?

This Notice summarizes the proposed settlement. More details are in the Stipulation of Settlement dated June 13, 2007, and in the papers filed with the Court supporting the Settlement. You can get copies of the relevant documents at [www.strategicclaims.net](http://www.strategicclaims.net), or from the Clerk's office at the United States District Court for the Northern District of California, 450 Golden Gate Avenue, San Francisco, California during regular business hours. You may also contact Class Counsel or, if you have questions related to processing claims under the Settlement, you may contact the Claims Administrator. See the contact information under "Settlement Summary."

### 17. What If I Need Help Filling Out My Proof of Claim and Release Form?

If you need help with filling out or submitting your Proof of Claim and Release form, or deciding what supporting documents you need to submit, you should call the Claims Administrator, Strategic Claims Services, at (866) 274-4004, for assistance.

***DO NOT TELEPHONE THE COURT REGARDING THIS NOTICE***

#### **SPECIAL NOTICE TO NOMINEES**

If you hold shares of any SupportSoft common stock purchased between January 20, 2004 and October 1, 2004 as nominee for a beneficial owner, then, within ten (10) days after you receive this Notice, you must either: (1) send a copy of this Notice by first class mail to all such Persons; or (2) provide a list of names and addresses of such Persons to the Claims Administrator:

Claims Administrator  
SupportSoft Securities Litigation  
Strategic Claims Services  
P.O. Box 230  
600 North Jackson Street, Suite 3  
Media, PA 19063  
(866) 274-4004

If you choose to mail the Notice and Proof of Claim and Release form yourself, you may obtain from the Claims Administrator (without cost to you) as many additional copies of this Notice and Proof Claim as you will need to complete the mailing.

Regardless of whether you choose to complete the mailing yourself or elect to have the mailing performed for you, you may obtain reimbursement for reasonable administrative costs actually incurred in connection with forwarding the Notice and which would not have been incurred but for the obligation to forward the Notice, upon submission of appropriate documentation to the Claims Administrator.

DATED: JULY 13, 2007

BY ORDER OF THE COURT  
UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA

**UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA  
SAN FRANCISCO DIVISION**

\_\_\_\_\_)  
In re SUPPORTSOFT, INC. SECURITIES LITIGATION )

) Civil Action No.: C 04-5222 SI

\_\_\_\_\_)  
This Document Relates To: )  
ALL ACTIONS )

) **CLASS ACTION**

**PROOF OF CLAIM AND RELEASE**

**I. GENERAL INSTRUCTIONS**

1. To recover as a member of the class based on your claims in the action entitled *In re SupportSoft, Inc. Securities Litigation*, Civil Action No. C 04-5222 SI (the "Litigation"), you must complete and, on page 11 below, sign this Proof of Claim and Release. If you fail to complete and submit a Proof of Claim and Release, together with supporting documentation, by October 24, 2007 in accordance with the instructions set out below, your claim may be rejected and you may be precluded from any recovery from the Settlement Fund created in connection with the proposed settlement of the Litigation.

2. Submission of this Proof of Claim and Release does not assure that you will share in the proceeds of settlement in the Litigation. The persons and entities that are entitled to share in the settlement are described in the accompanying Notice. The Claims Administrator will review your Proof of Claim to determine if you are entitled to a distribution.

3. YOU MUST MAIL YOUR COMPLETED AND SIGNED PROOF OF CLAIM AND RELEASE POSTMARKED ON OR BEFORE OCTOBER 24, 2007, ADDRESSED AS FOLLOWS:

Claims Administrator  
*SupportSoft Securities Litigation*  
c/o Strategic Claims Services  
P.O. Box 230  
600 North Jackson Street, Suite 3  
Media, Pennsylvania 19063

4. If you are a Member of the Class, you are bound by the terms of any judgment entered in the Litigation, WHETHER OR NOT YOU SUBMIT A PROOF OF CLAIM AND RELEASE FORM.

**II. DEFINITIONS**

1. "Defendants" means SupportSoft and the Individual Defendants.
2. "Individual Defendants" means Radha Basu and Brian Beattie.
3. "Released Persons" means each and all of the Defendants and each and all of their Related Parties.

**III. CLAIMANT IDENTIFICATION**

1. If you purchased SupportSoft common stock and held the certificate(s) in your name, you are the beneficial purchaser as well as the record purchaser. If, however, as is more typical, the certificate(s) were registered in the name of a third party, such as a brokerage firm, you are the beneficial purchaser and the third party is the record purchaser.

2. Use Part I of this form entitled "Claimant Identification" to identify yourself as the purchaser of the SupportSoft common stock that forms the basis of this claim. (Purchases to cover a "short" position are eligible purchases. Purchases of "options" are not eligible. Gifts of common stock or transfers of common stock are not eligible purchases.) THIS CLAIM MUST BE FILED BY THE ACTUAL BENEFICIAL PURCHASER OR PURCHASERS, OR THE LEGAL REPRESENTATIVE OF SUCH PURCHASER OR PURCHASERS OF THE SUPPORTSOFT COMMON STOCK UPON WHICH THIS CLAIM IS BASED.

3. All joint purchasers must sign this claim. Executors, administrators, guardians, conservators and trustees must complete and sign this claim on behalf of Persons represented by them and proof of their authority must accompany this claim and their titles or capacities must be stated. The Social Security (or taxpayer identification) number and telephone number of the beneficial owner may be used in verifying the claim. Failure to provide the foregoing information could delay verification of your claim or result in rejection of the claim.

**IV. CLAIM FORM**

1. Use Part II of this form entitled "Schedule of Transactions in SupportSoft Common Stock" to supply all required details of your transaction(s) in SupportSoft common stock. If you do not know the date or other details of your purchases or sales, your broker may be able to provide you with that information. If you need more space or additional schedules, attach separate sheets giving all of the required information in substantially the same form. Sign and print or type your name on each additional sheet.

2. On the schedules, provide all of the requested information with respect to: (i) your ownership of SupportSoft common stock as of the close of the market on January 19, 2004 and as of the close of the market on December 31, 2004; (ii) **all** of your purchases beginning January 20, 2004 through October 1, 2004, inclusive (the "Class Period"); (iii) and **all** of your sales of SupportSoft common stock which took place at any time between January 20, 2004 and December 31, 2004, whether such transactions resulted in a profit or a loss. Please also list in item B below all of your purchases from October 2, 2004 through and including December 31, 2004. Although these shares will not be included in your Recognized Loss, it is necessary that they be included in item B in order to ensure that your Recognized Loss is calculated correctly. Gains on purchases of common stock during the Class Period will be netted against losses on purchases during the Class Period. Failure to report all requested transactions may result in the rejection of your claim.

3. List each transaction separately and in chronological order, by trade date, beginning with the earliest. You must accurately provide the month, day and year of each transaction you list.

4. Copies of broker confirmations or other documentation of your transactions in SupportSoft common stock should be attached to your claim. **DO NOT SEND ORIGINALS.** Failure to provide this documentation could delay verification of your claim or result in rejection of your claim.

5. The above requests are designed to provide the minimum amount of information necessary to process the most simple claims. The Claims Administrator may request additional information as required to efficiently and reliably calculate your losses.

**UNITED STATES DISTRICT COURT  
NORTHERN DISTRICT OF CALIFORNIA**

*In re SupportSoft, Inc. Securities Litigation*  
Civil Action No. C 04-5222 SI

**PROOF OF CLAIM**

Must be Postmarked No Later Than: October 24, 2007

*Please Type or Print*

**PART I: CLAIMANT IDENTIFICATION**

Beneficial Owner's Name (First, Middle, Last)

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Street Address:

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Street Address:

--

City:

--

State:

Zip Code: 



 -

Foreign Country:

--

Foreign Province:

Social Security Number: 



 - 



 - 



  
(for individuals)

OR Employer Identification Number: 



 - 



  
(for estates, trusts, corporations, etc.)

Were your shares held in "street name" (i.e., in the name of a stock broker or other nominee)? If so, that broker or nominee is the Record Owner. Please fill in the following.

Record Owner's Name (if different from beneficial owner listed above); e.g. bokerage firm, bank, nominee, etc.

--

Check appropriate box:

Individual or Sole Proprietor   
  Corporation   
  IRA   
  Partnership   
  Pension Plan   
  Trust  
 Other (specify) \_\_\_\_\_

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Area Code Telephone No. (Day)

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Area Code Telephone No. (Evening)

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Facsimile Number

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E-Mail Address



**PART II: SCHEDULE OF TRANSACTIONS IN SUPPORTSOFT COMMON STOCK**

A. Number of shares of SupportSoft common stock held by you at the close of the market on January 19, 2004: \_\_\_\_\_

B. SupportSoft Common Stock Purchases (January 20, 2004 – December 31, 2004, inclusive):

Trade Date (Month / Day / Year)	Number of Shares Purchased	Purchase Price Per Share	Total Purchase Price (Excluding Taxes, Fees and Commissions)
/  /		\$  .	\$  .
/  /		\$  .	\$  .
/  /		\$  .	\$  .
/  /		\$  .	\$  .

C. SupportSoft Common Stock Sales (January 20, 2004 – December 31, 2004):

Trade Date (Month / Day / Year)	Number of Shares Sold	Sale Price Per Share	Total Sales Price (Excluding Taxes, Fees and Commissions)
/  /		\$  .	\$  .
/  /		\$  .	\$  .
/  /		\$  .	\$  .
/  /		\$  .	\$  .

D. Number of shares of SupportSoft common stock held by you at the close of the market on December 31, 2004: \_\_\_\_\_

If you require additional space, attach extra schedules in the same format as above. Sign and print your name on each additional page.

YOU MUST READ THE RELEASE BEGINNING BELOW AND SIGN THE FORM ON PAGE 11.

**V. SUBMISSION TO JURISDICTION OF COURT AND ACKNOWLEDGMENTS**

I (we) submit this Proof of Claim and Release under the terms of the Stipulation of Settlement dated June 13, 2007 (“Stipulation”) described in the Notice. I (we) also submit to the jurisdiction of the United States District Court for the Northern District of California, with respect to my claim as a Class Member (as defined in the Notice) and for purposes of enforcing the release set forth herein. I (we) further acknowledge that I (we) am bound by and subject to the terms of any judgment that may be entered in the Litigation. I (we) agree to furnish additional information to the Claims Administrator to support this claim if required to do so. I (we) have not submitted any other claim covering the same purchases or sales of SupportSoft common stock during the Class Period and know of no other Person having done so on my behalf.

**VI. RELEASE**

1. I (we) hereby acknowledge full and complete satisfaction of, and do hereby fully, finally and forever settle, release, relinquish and discharge, all of the Released Claims against each and all of the Defendants and each and all of their “Related Parties,” defined as each of a Defendant’s past or present directors, officers, employees, partners, insurers, co-insurers, reinsurers, controlling shareholders, attorneys, accountants or auditors, investment advisors, personal or legal representatives, predecessors, successors, parents, subsidiaries, divisions, joint ventures, assigns, spouses, heirs, related or affiliated entities, any entity in which a Defendant has a controlling interest, any members of an Individual Defendant’s immediate family, or any trust of which the Individual Defendant is the settlor or which is for the benefit of the Individual Defendant’s family.

2. “Released Claims” shall collectively mean all claims (including “Unknown Claims” as defined below), demands, rights, liabilities and causes of action of every nature and description whatsoever, known or unknown, whether or not concealed or hidden, asserted or that might have been asserted, including, without limitation, claims for negligence, gross negligence, breach of duty of care and/or breach of duty of loyalty, fraud, breach of fiduciary duty, or violations

of any state or federal statutes, rules or regulations, by the Certified Class Representative or any Class Member against the Defendants arising out of, relating to, or in connection with the purchase of SupportSoft common stock by the Certified Class Representative or any Class Member during the Class Period and any and all claims arising out of, relating to, or in connection with the settlement or resolution of this matter.

3. "Unknown Claims" shall collectively mean all claims, demands, rights, liabilities, and causes of action of every nature and description which the Certified Class Representative or any Class Member does not know or suspect to exist in his, her or its favor at the time of the release of the Released Persons which, if known by him, her or it, might have affected his, her or its settlement with and release of the Released Persons, or might have affected his, her or its decision not to object to this settlement. With respect to any and all Released Claims, the Settling Parties stipulate and agree that, upon the Effective Date, the Certified Class Representative and each of the Class Members shall be deemed to have waived, and by operation of the Judgment shall have waived, the provisions, rights and benefits of California Civil Code §1542, which provides:

A general release does not extend to claims which the creditor does not know or suspect to exist in his or her favor at the time of executing the release, which if known by him or her must have materially affected his or her settlement with the debtor.

The Certified Class Representative and each of the Class Members shall be deemed to have, and by operation of the Judgment shall have, expressly waived any and all provisions, rights and benefits conferred by any law of any state or territory of the United States, or principle of common law, which is similar, comparable or equivalent to California Civil Code §1542. The Certified Class Representative and Class Members may hereafter discover facts in addition to or different from those which he, she or it now knows or believes to be true with respect to the subject matter of the Released Claims, but the Certified Class Representative and each Class Member, upon the Effective Date, shall be deemed to have, and by operation of the Judgment shall have, fully, finally, and forever settled and released, any and all Released Claims, known or unknown, suspected or unsuspected, contingent or non-contingent, whether or not concealed or hidden, which now exist, or heretofore have existed, upon any theory of law or equity now existing or coming into existence in the future, including, but not limited to, conduct which is negligent, intentional, with or without malice, or a breach of any duty, law or rule, without regard to the subsequent discovery or existence of such different or additional facts. The Certified Class Representative acknowledges, and the Class Members shall be deemed by operation of the Judgment to have acknowledged, that the foregoing waiver was separately bargained for and a key element of the settlement of which this release is a part.

4. This release shall be of no force or effect unless and until the Court approves the Stipulation and it becomes effective on the Effective Date.

5. I (We) hereby warrant and represent that I (we) have not assigned or transferred or purported to assign or transfer, voluntarily or involuntarily, any matter released pursuant to this release or any other part or portion thereof.

6. I (We) hereby warrant and represent that I (we) have included accurate information about the number of shares of SupportSoft common stock held by me (us) at the close of the market on January 19, 2004 and at the close of the market on December 31, 2004, all of my (our) purchases of SupportSoft common stock that occurred during the Class Period, and all sales of SupportSoft common stock between January 20, 2004 and December 31, 2004.



SupportSoft Securities Litigation  
c/o Strategic Claims Services  
P.O. Box 230  
600 North Jackson Street, Suite 3  
Media, PA 19063

**PLEASE FORWARD**

FIRST CLASS MAIL  
U.S. POSTAGE  
PAID  
PERMIT NO. 138  
PHILADELPHIA, PA

## **FIRST CLASS MAIL**

**PLEASE FORWARD — IMPORTANT LEGAL NOTICE**

**ACCURATE CLAIMS PROCESSING TAKES A SIGNIFICANT AMOUNT OF TIME  
THANK YOU FOR YOUR PATIENCE**

**Reminder Checklist:**

1. Please sign the above release and declaration.
2. Remember to attach supporting documentation, if available.
3. Do not send original stock certificates.
4. Keep a copy of your claim form for your records.
5. If you desire an acknowledgment of receipt of your claim form, please send it Certified Mail, Return Receipt Requested.
6. If you move, please send us your new address.