

AMENDED Exhibit 899

**PLAINTIFFS' OMNIBUS OPPOSITION TO
DEFENDANTS' MOTIONS FOR SUMMARY
JUDGMENT**

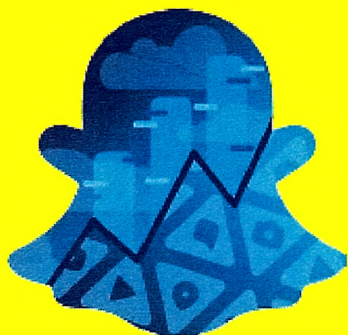
Case No.: 4:22-md-03047-YGR

MDL No. 3047

In Re: Social Media Adolescent Addiction/Personal Injury Products Liability Litigation



App Experience Team



Voice of the Customer Product Review

The Voice of the Customer Program aims to amplify the Snapchat experience for our fellow Snapchatters. Our mission is to deliver customer insights that resonate and drive our customer's priorities across Core Engineering, Monetization, Product, and Growth.

Discussion: #voice-of-the-customer

Join [REDACTED] for meeting invite

Wednesday, February 28, 2024

CONFIDENTIAL

HIGHLY CONFIDENTIAL (COMPETITOR)

SNAP3074358

EXHIBIT	33
WIT:	Chap
DATE:	2/27/25
Maureen O. Pollard, RDR	

Agenda

Wednesday, February 28, 2024

- [VOCP Action Updates](#)
- [Top App Wide Feedback](#)
- [Feature Area Discussion](#)
- [Overall Feature Area Review \(Read Only\)](#)

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Full Area Reviews

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Activation

VOC Scorecard Score: □ □

[Open Activation Tickets](#)

[Link to December App Review Report](#)

Major Highlight □ □ *Contact volume from customers attempting to change username decreased by -32%. The error message was made clearer for users [ACTIV-17448](#) example: instead of 'oops something went wrong' it states "username is not available"*

17448 example: instead of 'oops something went wrong' it states "username is not available"

[Do Not Edit Yet] Top Feedback or Feature Request Trends	% of Feature Volume % Change from Last Quarter
[1Rank] DO NOT EDIT	↑↓X%
[1Rank] DO NOT EDIT	↑↓X%
[1Rank] DO NOT EDIT	↑↓X%



Analyst



Claudia Chan
Product Manager

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What Customers Are Saying Now □ □

- Customers losing/forgetting their password [ACTIV-16309](#) continues to be a top customer trend with a slight +4% increase in Q4 2023 ([Dash](#)). We expect in Q1 2024+ this contact volume to drop more as [Google Tap to Sign in](#) feature is being tested and rolling out.
- Continued volume in Q4 from Android users unable to delete their account from in-app settings [ACTIV-15485](#) which increased in Q4 by +33% **QoQ** ([Dash](#)). While customers can use the web portal to delete their account Android customers would still like a similar option to delete within in the app settings as iOS app does.
- Long-Standing issue where some customers report they are unable to update/change their email [ACTIV-18239](#) (issue with cannot send confirmation) -9% **QoQ** ([Dash](#)) A new error message for blocked response will be implemented to users clearly that they are being blocked because of either rate limiting or their email/domain is blocked.

What is the Product Roadmap for Q1 2024?

- Google Sign Up/Sign In is rolled out to 100%, which does not require a password to sign into an existing account. As more customers utilize this new sign in method we hope this trend will go down over time. We are also working on persisting 1 Tap Login saved credentials in more scenarios on Android. This should ship by end of Q1 and also help with this.
- More [descriptive login error messages](#) rolling out as part of 12.76. This should generally help address customer confusion around login issues and bring them towards a resolution versus a dead end.
- Account pause and delete setting on Android is deprioritized in Q1 in favor of exec NA DAU roadmap (resurrection). We will revisit this during Q2 planning.

□ □ = Primary Market Trend



SNAP3074403

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Custodian: APANOVYCH_MARIIA

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