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| **User case ID** | UC 20.1/20.2/20.3 | |
| **Use case name** | Customer response for LOD and Final Reminder. | |
| **Actors** | SLT staff, DRS | |
| **Description** | The process decides whether to send a dispute or a settlement letter according to the customer’s response for the sent Final Reminder/LOD. | |
| **Pre-conditions** | Received customer response | |
| **Post-conditions** | * If customer agrees to settle, send a settlement letter. * If customer disagrees send a dispute letter. | |
| **Back-end/front-end** | Front end | |
| **Pre status** | *LOD monitoring Expire* | |
| **Post status** | Customer response = Agree to settle   * *Pending settlement letter*   Customer response = Disagree to settle   * *Pending dispute letter* and *issued dispute letter* | |
| **Massage of status** | * Pending settlement letter – The customer agreed and provide the settlement letter. * Pending dispute letter – The customer disagreed and provide the dispute letter. * Issued dispute letter- The customer disagreed and monitor the response | |
| **Notification** | Customer agrees   * Notify SLT staff - create a settlement plan   Customer disagrees   * Notify SLT staff - create a dispute letter | |
| **Success path** |  |  |
|  | If customer agree  Else | Then create a settlement letter  Create dispute letter |
| **Alternate path** |  | |