



Debtor Status Report (DSR) Definitions

This document serves as a reference guide to facilitate your understanding of the remarks shown on the GRC Debtor Status Report (DSR) by providing an explanation/definition for each remark listed

GRC Remarks	Definition
APP SENT TO BWR	Account Holder has agreed to participate in the Federal consolidation program and the application for consolidation has been sent to the Account Holder.
ATTY CONTACT INVOLVED	GRC contacted the Account Holder and has been advised they are represented by an Attorney.
BD PH / BD ADD - COLLECTIONS SKIP TRACE	GRC has a bad phone and address on the account. Collections is skip tracing the account for new information.
BEGIN ATTY COLLECT	GRC Collector has made a recommendation for legal action on the account and GRC will be forwarding the Legal Authorization Worksheet to the Client for signature.
BEGIN REG COLLECT - ATTEMPTING CONTACT	Collection Activity is beginning and we are attempting to contact the Account Holder.
BORROWER DECEASED	GRC has been advised the Account Holder is deceased.
BORROWER INCARCERATED	GRC has been advised the Account Holder is incarcerated.
CEASE CALLS LETTERS OK	Account Holder has requested we cease phone communication however, they do agree to communicate by U.S. Mail.
CEASE COMMUNICATION	Account Holder has requested we do not contact them either by phone or mail.
CLT APPROVE KEEP OPEN	Retention date expired and approval was obtained from the Client to keep the account open to continue collection activity on a possible lead.
CONFIRMED BANKRUPTCY	GRC confirms the Account Holder's account is included or was included in a Federal bankruptcy.
DIALABLE NUMBER/ATTEMPTING TO CONTACT	GRC has a possible phone number and we are attempting to contact the Account Holder.
DISPUTE	Account Holder has disputed the debt either by phone or in writing and GRC is attempting to get validation of the debt.
GARNISHMENT FILED	Judgment was obtained and a garnishment order has been filed.
HARDSHIP TALKED OFF	Hardship Deferment has been discussed with the Account Holder.
HEARING PENDING	There is a hearing pending on an account that is in the GRC Legal Department.
HLDG FOR AFFIDAVIT	Legal action has been recommended and GRC is waiting for the signed affidavit back from the Client.
HOT ACCOUNT	GRC Collector has identified something on the account that is a good lead to follow up with the Account Holder, i.e. Possible payment in full, consolidation, etc.
JUDGMENT GRANTED	Suit was filed and Judgment was obtained against an account.
JUDGMENT PAYING	GRC is receiving payments on an account where judgment was obtained.

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LAW SENT TO CLT	GRC is recommending legal action on an account. The Legal Authorization Worksheet was sent to the Client for signature.
NEW INFORMATION - ATTEMPTING CONTACT	GRC received new information and is attempting to contact the Account Holder.
NEW PLACEMENT LOADED	A new account was entered into GRC's computer system and is waiting for collection activity to begin.
PAYMENT PROMISED	GRC had contact with the Account Holder and a payment was promised.
PENDG SERV BY SHE	GRC Legal Department filed suit and we are currently waiting for service of the complaint to be hand delivered by the Sheriff to the Account Holder where the Account Holder resides.
POST-JUDGMENT SKIP	GRC Legal Department obtained judgment on an account, however, the Account Holder is no longer employed and we are skip tracing for new employment.
REHABILITATION APPROVED	Client has approved rehabilitation and borrowers signed rehabilitation has been received
REHABILITATION PENDING	Account holder has agreed to rehabilitate his loan. Waiting for Clients approval and/or rehabilitation paperwork
REQ GEN CALL BACK - ATTEMPTING CONTACT	GRC has a good home or work phone number and we are attempting to make phone contact with the Account Holder by calling at various times throughout the day.
REQ HLD BY CLIENT	Client has requested GRC place a hold on the account to prevent further activity from occurring.
SIF/CCW APPRVL PENDING	Account Holder offered a settlement or collection cost waiver on account. GRC is attempting to contact the client for approval to process the request.
SPOUSE SIGNATURE REQUIRED	Consolidation will not be submitted to the Servicer until required spouse signature is received. Attempting contact with spouse
SUIT FILED	GRC Legal Department forwarded all of the paperwork to the Courts, suit was filed and we are waiting for judgment to be obtained.
WATERFALL HIT	A lead was found via Waterfall skip tracing and is captured in this work queue so a Collector can follow up on it quickly.
WD FORD FUNDED	Consolidation with TIVA is complete. Check is expected to be sent to client /billing service
WD FORD SUMMARY	Consolidation has been approved by Servicer and waiting for approval of summary sheet
WMD FORD APP TO LENDER	Account holder has completed the loan consolidation and has been sent to the borrowers selected servicer for processing

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