



Conversation Guide:

Credit Line: Increase Declined

NOTE:

- There are guidelines that we must comply with and you are not a credit counselor.
- Do not attempt to address the decline reasons
- The Decline letter contains a list of reasons for decline and general FAQs.
- Do not try to determine the decline reason on the FAQ.

➤ Customer mentions they got declined:

“I know this is not the result that you are expecting, to be honest we do not have any visibility with the result but in the letter it shows Frequently Asked Questions and the reason for the decline.”

- **Objection: I requested multiple times using the App, automated system, I always pay on time, I've been with you for so many years but I'm still being declined!**

“I can see that you've been with us since _ and checking your account right now, we appreciate that you are consistent with your payments. Thank you for staying on the top of your account. You can also manage your account online to ensure all your personal information are up to date including your income.”

➤ Customer is not satisfied with the partial increase:

“I know what it feels like not getting what we expected. I would like you to know that Capital One has assessed the request thoroughly and provided you the maximum amount that we can offer. You can also resubmit a request anytime you like.”

➤ Customers disputing the decline reason that is related to:

- Credit Bureau – Ex. Past due information.
 - Follow your group's **Credit Bureau Investigation** task.
- Payments – Ex. Customer made a full payment and was not applied or the payment was applied to the wrong Capital One account.
 - Follow the **Payment: Resolved Payment Issues** and **Payments: Transfer Misapplied Payment** Tasks.
- The reason for decline no longer applies to their account – says: “You can apply to raise your credit limit at any time. It may take several months for the decline reason for to be updated on the system. Timing can vary and ranges from 2 to 6 months but we can't guarantee any approval.”



Conversation Guide:

Credit Line: Request Increase

➤ **Setting expectations about requesting a Credit Line Increase:**

“Absolutely! We can help you apply for an increase in your credit line, either online or through an automated system. You can apply at anytime, but this does not guarantee any approval. Do you still want to make a request?”

➤ **When can a customer submit a request?**

“That’s a good question! You can request an increase in your credit limit at any time, but you should consider waiting for a solid history of on time payments. When setting up your account consider signing up for automatic payments and customized notifications. That way, you can always make payments on time.”

➤ **CLI Request Self-Service Options:**

- Reference the appropriate Capital One Mobile Banking Demo (iOS or Android)
 - Website – Online CLIP Request – Task
 - Mobile Banking App – Mobile CLIP Request – Task
- Phone system - IVR CLIP Request – Task

NOTE:

- **Timeframe** – It depends on the customer's preferences and not how the customer submitted the request.
 - Paperless: 2-3 days via Online Document Center
 - If not enrolled. 10 business days by mail

CLI Status can be found in Empath > Footsteps

- **Accepted** – The customer accepted a CLIP. You should see a change to the customer's credit line on the date of the offer update.
- **Customer Declined** – The customer declined the line increase offered. The customer is free to apply again.
- **Fulfill Failed** - One part of the fulfillment failed. This does not always mean that the credit line was not increased.
- **Pending Response** – The customer was given an approval but did not accept or decline the request. The customer may apply again if they wish to accept the offer.
- **Referred** – The request was sent for additional screening. The customer can expect to be contacted in about 10 business days. Do not discuss the possible cause of this status; agents cannot proactively send the customer to these groups due to the case process.
- **Request Declined** - The customer is not eligible for an increase at this time.
 - Do not share this with the customer; they must receive the message in writing.
 - The customer will receive a letter in the mail in approximately 10 business days, or in the online document center in about 3 days.

➤ **Explain Proactive Increase (PCLIP) Offer 20864 and 20863:**

“I understand the confusion regarding the changes on your credit line. Since you are being consistent with your payment history, I’m delighted to inform you that we have increased your credit limit to \$(amount)! However, I can make the adjustment to your account to bring back your original credit line.”