

Subject: Legal Process – Post Intake	Product: Client Success Team	Approved on: 10.11.2024
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Purpose:

- To ensure that all steps are taken to efficiently move settlement negotiations forward, while maintaining clear communication with the client, keeping them informed of the settlement outcome, and taking necessary follow-up actions to confirm the proper execution of the agreement.

ALL Pages of ALL Legal Documents are REQUIRED in order to proceed with this process

Intake Submitted – No Settlement

1. Check Client Agreement for Additional Funds:

- First, review the intake form to ensure the client has agreed to cover any additional funds needed for settlement.
- If the client has not agreed, explain that negotiations cannot proceed without the extra funds required to support the settlement.

2. If the Client Agreed:

○ **Check Creditor Status:**

- **Waiting on POA:** Negotiation has submitted the Power of Attorney (POA) and is waiting for confirmation from the creditor/collection agency/law firm.
- **Working:** Negotiation is ongoing, and the team is still working to finalize an agreement.
- **Offer Pending:** An offer has been submitted, but we're waiting for the creditor to accept or reject it.
- **Waiting on SIF:** A verbal agreement has been reached, and now we're waiting for the creditor to send the Settlement in Full (SIF) letter in writing.

3. Check Additional Details:

- Verify the negotiator assigned to the case.
- Review the Creditor Detail/Comments tab for notes on recent settlement attempts.
- Check the Settlement Offer Report for more information.

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4. Client Communication:

- Let the client know the negotiator is working hard to secure an agreement and once finalized, you'll follow up to discuss the extra funds needed for special drafts or to get their authorization for settlement payments.

Intake Submitted – Settled

1. Inform Client About Settlement Details:

- Advise the client that the Settlement in Full (SIF) letter is available on the portal, and they can pull a bank statement from their Global Holdings account for proof of payment.

2. Submit an EMT Collection Calls Request:

- [EMT Collection Calls](#)
- Let the client know that the payment research team is reaching out to the law firm to ensure the agreement is being honored.

Exceptions:

If there is any information that has changed, you will be able to edit the Intake Form so we do not have multiple intake forms for one escalation.

The **Insight App** has been updated to **allow edits** to any Legal or Legal Settled escalation **regardless of its status**.

The system will now **prevent the creation of more than one Legal or Legal Settled escalation** for any single **Creditor ID**.

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