Subject: Intake Form SOP	Product: COA	Approved on:

Purpose:
Intake form used by CLG to inform negotiations team when certain accounts need to be negotiated, I.e., last account on program, last account resettle, client threatening formal complaint.

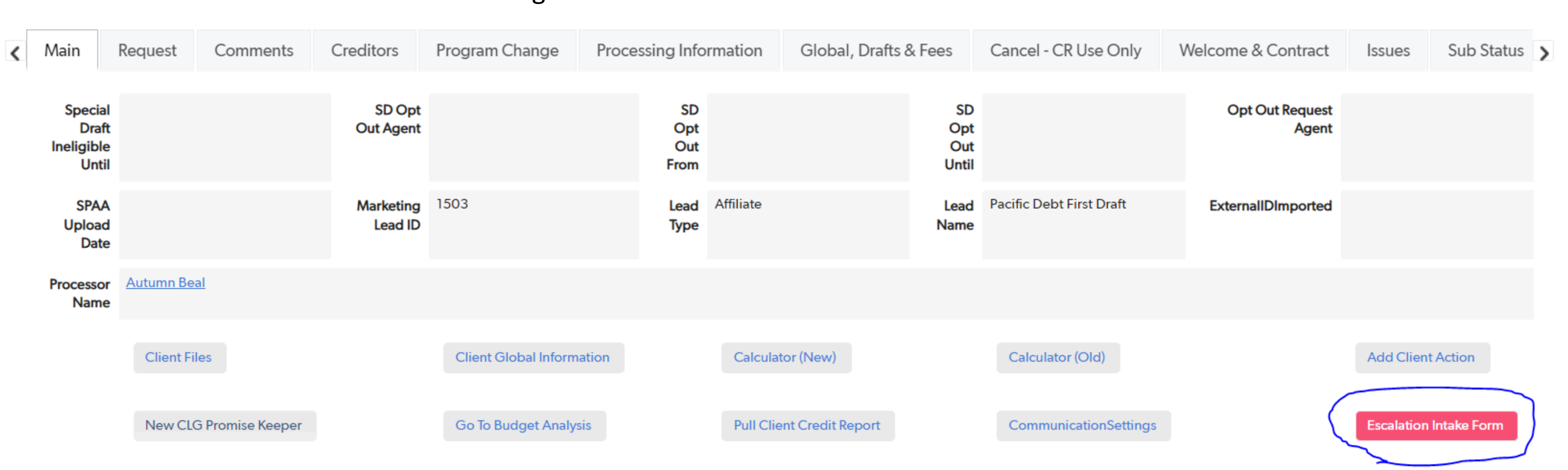
Policy:
The client is required to meet requirements before filling out the intake form to confirm the funds needed. If funds are needed client has to agree to add funds and submit forms and will be assigned negotiation agent to be worked. If client does not agree to add more funds, and has BLP or ALC, then fill out of intake form with "0" in the contributions section, complete the intake form and upload the files prior to submitting.

Requirements:

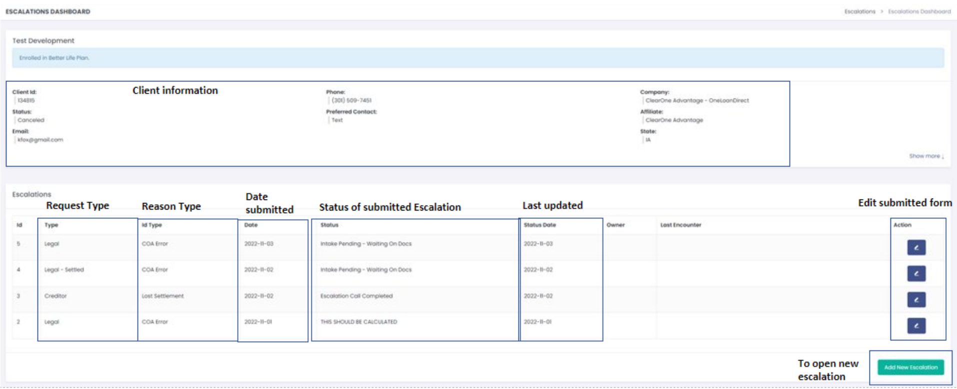
- One of the following two must be "yes"
    - Client requesting to settle or resettle account **that is last in program**. (up to 2 accounts that needs to be settled or resettled)
      a. We do not charge a resettle fee. If fees have already been paid, nothing else will be charged.
    - Check Negotiation notes on creditor page to ensure that negotiations attempts haven't been made in the last seven days.
      i. Fill out the intake form if no negotiation attempts are made.
      ii. If funds are needed, client must agree to add funds.
      iii. Submit form with notes that client is agreeing to add funds.
  - Client is threatening a formal complaint request if we don't prioritize the account.
      i. If client threatens to file a formal complaint due to not meeting the requirements to submit the intake form and insists on us settling accounts. Please fill out the intake form and select the proper options for escalation.
      ii. Client must agree to add funds to negotiate.

Procedure:
Fill out the intake form located on the main tab on the client page with the required information.

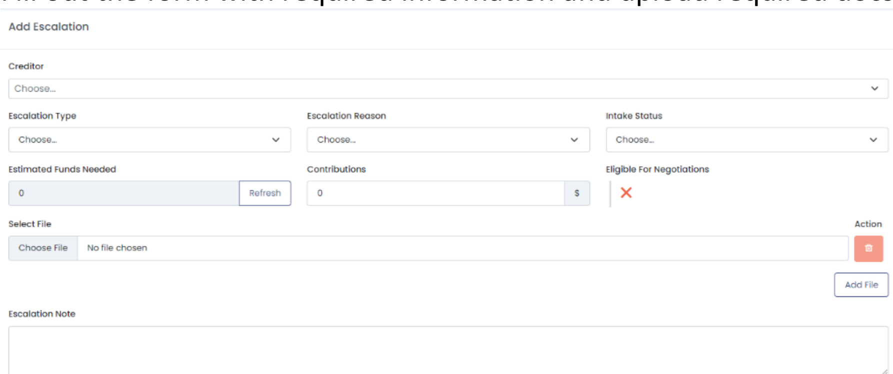
1. Locate *"Escalation Intake Form"* on Client Page under "Main" Tab



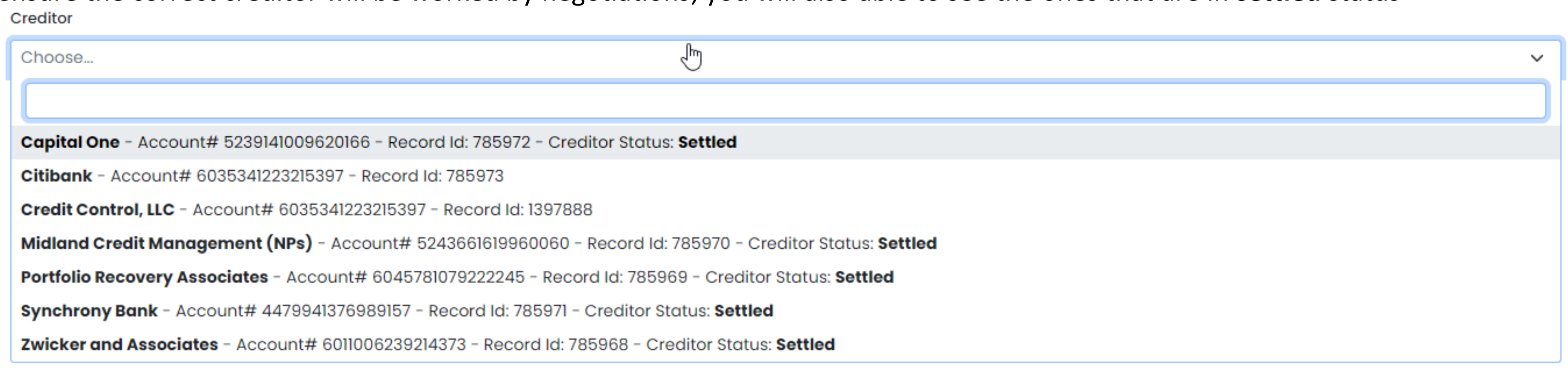
2. On the dashboard you will see previous submission and "add new escalation"
   a. Select *"add new escalation"*



3. Fill out the form with required information and upload required docs (see exceptions if unable to upload documents)



(A) **Creditor:** Select the creditor the client is requesting to settle. Make sure you are selecting the correct ***Record ID #*** to ensure the correct creditor will be worked by negotiations, you will also able to see the ones that are in **settled** status



(B) **Escalation type:** Select one of the options from the drop down.

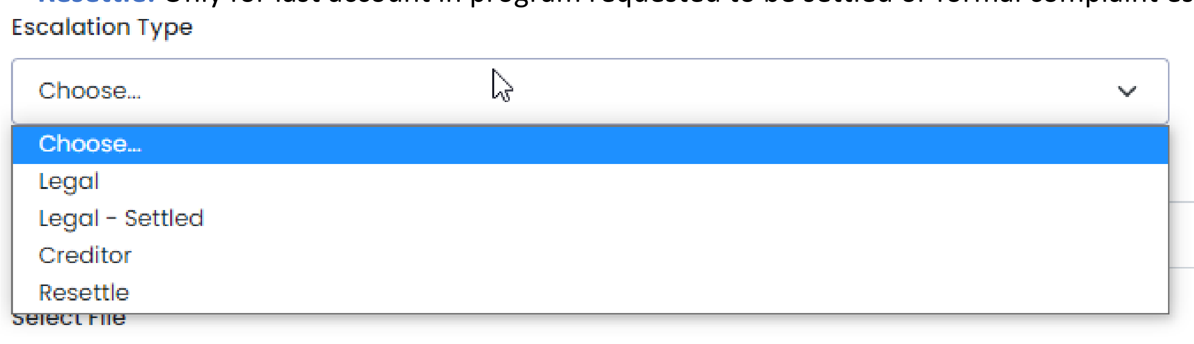
Legal: Unsettled accounts that have gone prelegal or legal.

Legal Settled: Settled accounts that gone legal status.

(PLEASE MAKE SURE ALL LEGAL INTAKES ARE PUT IN AS LEGAL OR LEGAL SETTLED- THEY WILL NOT GET WORKED CORRECTLY IF THEY ARE NOT PUT IN CORRECTLY.)

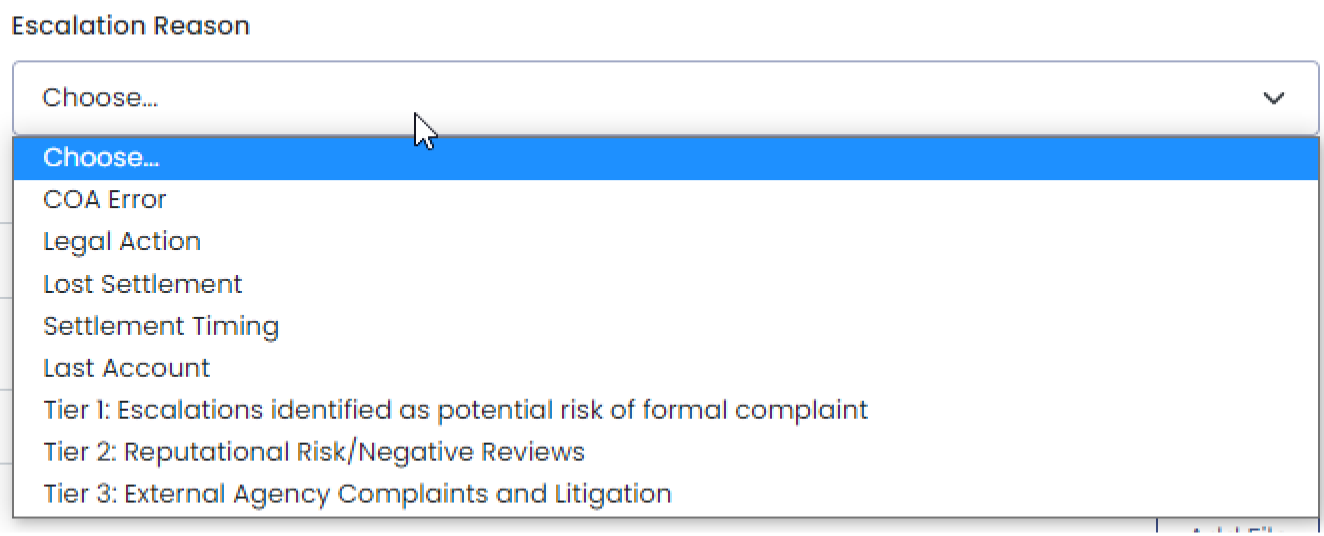
Creditor: Only for last account in program requested to be settled or formal complaint escalated situations.

Resettle: Only for last account in program requested to be settled or formal complaint escalated situations.



(C) **Escalation Reason:** Select reason of escalation

- **COA Error** – Anything that was caused by COA error
- **Legal Action:** Accounts gone legal
  - Lawsuit Service Method – How were they served
  - Lawsuit Service Date – When were they served
  - Lawsuit Special Defense Note – Add needed notes for BLP and Negotiations.
- **Lost Settlement:** Settlements has been RFSS (ties with resettle)
- **Settlement Timing:** Request to settle before it goes legal
- **Last Account:** Last account in the program to settle or resettle
- **Tier 1:** Escalations identified as potential risk of formal complaint
- **Tier 2:** Reputational Risk/Negative Reviews
- **Tier 3:** External Agency Complaints and Litigation

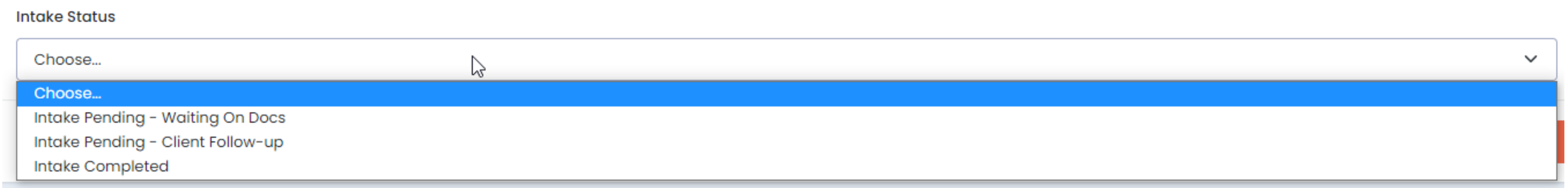


(D) **Intake Status:** Select the status of the form. Form will not be assigned to a negotiator if in pending status.

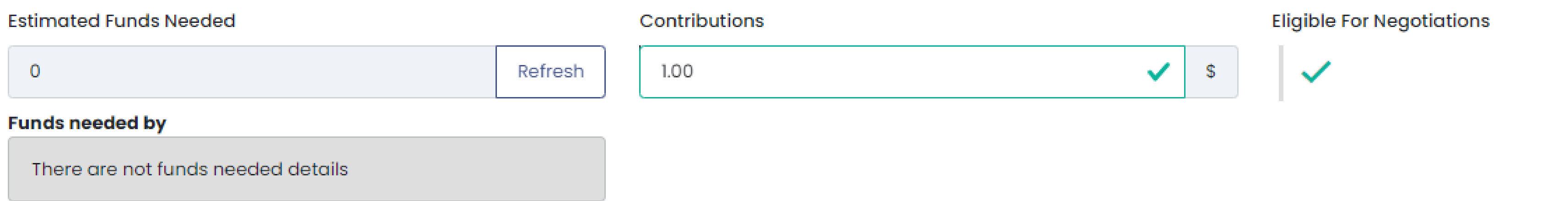
Intake Pending: Waiting on Docs: CLG is waiting on the client to send us documents to complete the form

Intake Pending: Client follow-up: CLG planned a follow up with the client before completing the form.

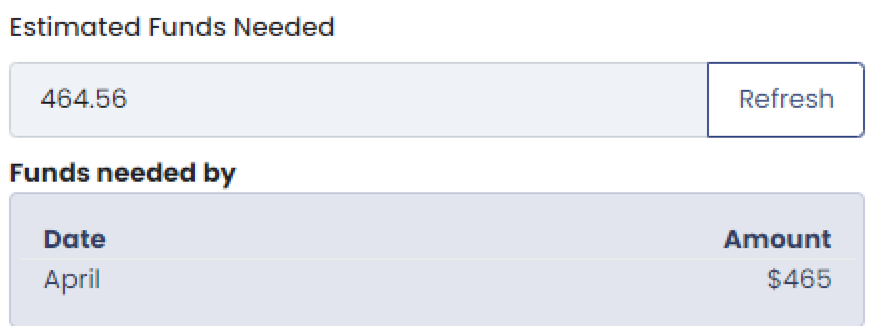
Intake Completed: CLG has gathered all the information needed to complete form, and account is ready to be assigned to negotiations to attempt a settlement.



(E) **Estimated Fund Needed:** Hit the refresh button for amount needed. Total amount populated includes estimated settlement and fee. Must enter the full amount listed in contributions or 1.00 when its showing 0, for request to be assigned to negotiations there needs a green check mark in “Eligible for Negotiations.”



(F) Funds needed by: If funds are needed, it will populate what it may look like for special drafts, for us to review with the client. If special drafts are needed, its best practice to state to the client that estimated number of months needed for amount needed. Amounts can vary.

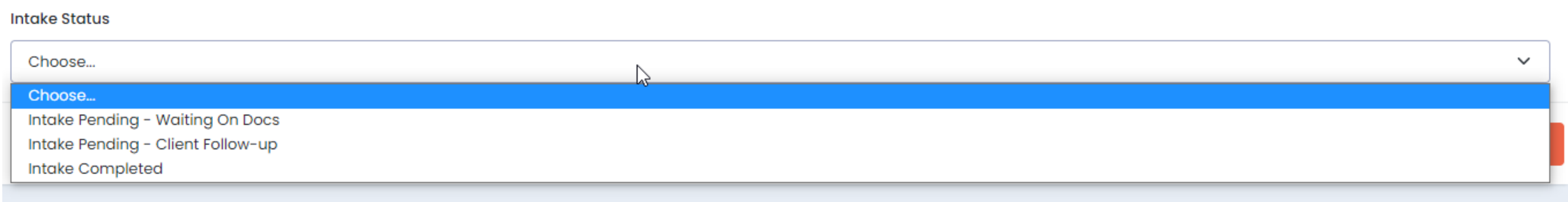


(G) Select File: Upload required documents if needed.

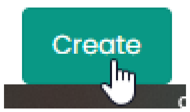
(H) Escalation notes: Put detailed notes for Negotiations to refer to when attempting settlements.

(I) Intake Status: Select status of the form

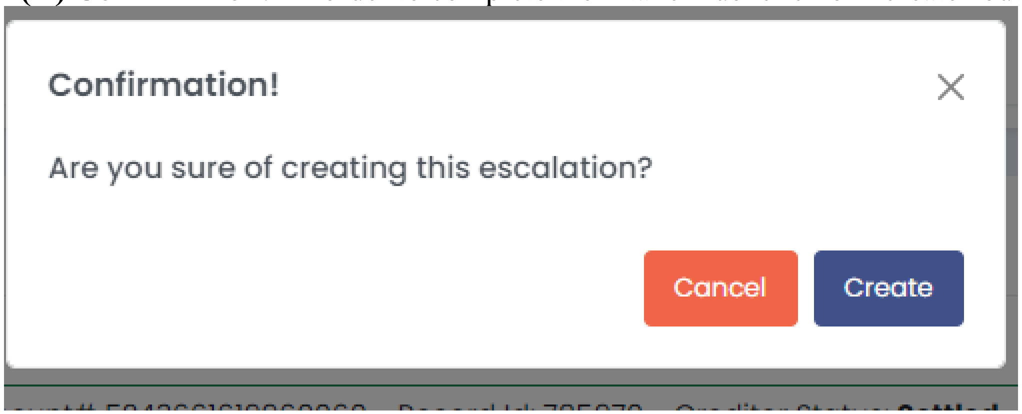
Intake Pending – Waiting on Documents: Has not been sent to negotiations due to waiting on documents
Intake Pending – Client Follow up: Has not been sent to negotiations due to waiting on follow up with client
Intake Completed: Form is completed and sent to be assigned to negotiations.



(J) Create: Click for the form to be saved and/or submitted



(K) Confirmation: In order to complete the intake must click on "create" button.



ALC CLIENTS ONLY: **Once completed with the intake form email Heather Norman hnorman@americanlegalclub.com , With both the intake link and the QB link also**