

Subject:	Product: Client Success	Approved on:
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Purpose:

Determine why clients are rejecting settlements to see if we can establish a pattern and lower the amount of rejected settlement offers.

Policy:

1. Ensure that agents accurately select the appropriate rejection reason in Advantage Point for every rejected settlement.

Procedure:

1. Go over settlement details with client.
2. If a client decides to reject the settlement, ask discover questions so we can report the reasoning.
 - Please see rebuttals below and attempt to get client to accept settlement.
 - If the client is adamant on rejecting, proceed to number 3.
3. Choose the appropriate communication channel, select the action that aligns with the client's request, identify the reason for rejecting the settlement, and then select "Rejected."

Advantage Point bdahal Logout

IT Admin Data Analysis ClearOne Advantage Quickbase COA Quickbase Down F/C Quickbase Admin Reports

Reminder! All agents must log into ADP before doing any work on any ClearOne system.

Settlement Authorization Script

Channel:

Action:

Rejection Reason:

Agent: Hi, may I speak to Kazi?

Correct person, will be speaking to Kazi.

Hi Kazi, this is (agent first name) with ClearOne advantage calling with great news about your debt settlement program. How are you?

We are excited to provide you with the information for a settlement on one of your accounts. This call will just take a couple minutes to provide the terms and gain your verbal authorization. Is now a good time? Great!

Can I have you confirm your address for verification?

Thank you so much!

Willing to continue

Agent: We have negotiated a settlement with Velocity. When you enrolled this debt, the balance was \$2316.00, the balance currently is \$2194.49. (At this time, they have

4. Grab the recorded line and proceed with the authorization of settlement rejection, refer to the [Settlement Rejection Script](#) SOP if needed.

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Rebuttals/ Talking Points:

1. Client wants to remove creditor from the program:

Objection:

"I want to remove this specific creditor from the program."

Rebuttal:

- "I understand your concern. Can I ask what's leading you to want to remove this creditor from the program? Removing a creditor may impact the overall success of your debt resolution plan, but by keeping this creditor enrolled, we can work to negotiate a favorable settlement that helps you stay on track to becoming debt-free. Let's explore your concerns and see how we can address them while maintaining the integrity of your program."

2. Affordability/Draft Skip:

Objection:

"I can't afford the monthly drafts, or I need to skip a payment."

Rebuttal:

- "I understand that finances can be tight. Let's review your budget together to see if we can adjust your draft amount to something more manageable. Skipping a draft could delay your progress, but we're here to work with you to find a solution that keeps you moving forward while providing flexibility."

3. Already in a Settlement:

Objection:

"My debts are already in a settlement agreement."

Rebuttal:

- "You're correct that all of your debts are enrolled in the program. However, it appears that this specific creditor has not yet been negotiated into a settlement agreement. Creditors will typically only extend a settlement offer when one hasn't already been finalized. Let's review this further to confirm the status and next steps."
- **Agent Note:** If the client insists that a settlement is already in place, kindly request a copy of the settlement agreement for verification.

4. Pending Cancellation:

Objection:

"I'm about to cancel; it's just not working for me."

Rebuttal:

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- "I'm sorry to hear that. Can you share what specifically isn't working? Often, a small adjustment in the program can make a big difference. We're committed to supporting you, and I'd love the opportunity to help resolve any issues so you can continue making progress toward becoming debt-free."

5. Settlement Percentage:

Objection:

"The settlement percentages are too high."

Rebuttal:

- "I understand that the percentages may seem high, but they're often far lower than the original balance, saving you significant money overall. Our negotiation experts work to secure the best possible terms for you. Let's review your current settlements and explore ways to improve future ones."
- **Agent Note:** Utilize the **Top 100 List** to assess the creditor's average settlement terms and provide informed context during the conversation

6. Settlement Terms:

Objection:

"The terms of the settlement don't work for me."

Rebuttal:

- "I understand your concerns. Let's take a moment to revisit the terms and explore why they might not work for you. Understanding your perspective can help us provide additional clarity or options to keep you on track toward resolving your debts."
- **Agent Note:** Utilize the **Top 100 List** to assess the creditor's average settlement terms and provide informed context during the conversation

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