

## **Cancel with Active SIFS Script**

### **Cancel with Active SIFS:**

This portion of the call is being recorded for quality control and training purposes, can you please state your first and last name, \_\_\_\_\_ . Thank you! (Clients Name), today's date is \_\_\_\_\_ and you are requesting to cancel your program because \_\_\_\_\_. We have processed your cancellation and in 10-15 business days you will receive a confirmation email confirming your full withdraw from the program and in the body of the email you will be notified of any funds being returned to you.

You also understand that by cancelling your program with ClearOne, we will no longer be obtaining new settlements. Your Global account will be closed according to federal law, which means Global will not be able to send any further payments to creditors on your behalf.

To keep any structured payments in place, you will need to reach out to your creditors to discuss your repayment options.

**Added Discloser if client is enrolled in the BLP services:** Also, as a result of the cancellation of your program, BLP services will no longer be active. If you decide to return to the program, the service can be reactivated. If any of your accounts have been served with a lawsuit or summons during the time services were inactive, BLP will not provide services for that account, such as referring you to an attorney.

For confirmation purposes, please state your DOB and last four of your social. Thank you, if you do happen to change your mind within the next 30 days feel free to give me a call or respond to the confirmation email and we can reinstate your account, that way you will not have to through the full enrollment process, and we can pick up where we left off. I do wish you the best of luck and we are here for you in the future if you need us. We can always be reached via chat **Mon - Fri 8a - 8p EST and Sat 9a - 6p EST** or email at [customerservice@clearoneadvantage.com](mailto:customerservice@clearoneadvantage.com)