

Subject: Garnishment	Product: COA Client Success	Approved on:
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Purpose:

A client who has received a garnishment seeking service and guidance on the next steps for the account that has gone legal. Provide options that can be done while avoiding providing legal advice.

Policy:

- Review legal documents for accounts that have gone legal.
- If an account has gone Legal collect Documents from the client and upload them to the client file.

Requirements:

Immediate Action

- The enrolled account must be removed from the program upon receipt of the garnishment document.

Client Communication

- **Inform the Client:** Clearly communicate to the client that, due to the garnishment, the account will be removed from the program.
- **Set Expectations:** Explain that while we cannot stop a garnishment from going through, we are taking the necessary action by removing the account from the program.

Latest Revision Date: 10/10/2024	Page 1 of 1	Author of Latest Revision: Samantha Shumaker
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