Purpose:
Explain the process of validating and ensuring a client's Global account is setup and ready for drafts to process successfully.

Policy:
- Global was not able to verify client's information.
  - CLG needs to obtain proof of information for verification purposes
- Client has multiple Global accounts open which is causing drafts not to process successfully.

Procedure:
1. When accessing the client's account in QuickBase, an alert stating, "*Global account failed validation*" or "*Multi Global Accts Open- WILL NOT DRAFT*" and what information is required to be verified will appear in the heading. If no alert is present, check *Global Validation* Request or *Notes in Global*
2. Check notes on the account to see if the validation/closing accounts has been addressed
3. If the alert has not been addressed and there is an open Global Validation Request:
   a. Advise the client what information needs to be obtained and the importance of validating Global

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SSN doc requested:
-Social Security Card
-Social Security Statement
-A letter from the Social Security Administration
-Military ID
-ITIN Card
-Credit Report

ID requested: (non-U.S. Government issued IDs are not accepted)
-US Driver's License
-State ID Card
-Passport
-Military ID
-Credit Report (name, DOB, SSN, and address must match DAAA)

UTB (proof of residence) requested:
-Utility Bill
-Delivery Receipt
-Property Tax Statement
-Homeowner's Insurance/Home Loan Statement
-Something mailed to the client's physical address
-Valid ID listing physical address
-Lease/Rental agreement (all pages)
-Vehicle registration
-Credit Report

Multi Global Accounts Open – WILL NOT DRAFT

- Inquire if the client is working with a second debt settlement company
  - If yes, client needs to let Global Holdings know that they want to keep both accounts open. There is no Global Validation Request needed
  - If client does not wish to keep the second account open, client needs to let Global Holdings know to close second account.
- If speaking to client by phone, warm transfer to Global Holdings
- If speaking to client via chat/email - provide Global Contact info.

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b. Provide the client with email, fax (443.279.2875) and/or mailing address to send in the validation documents ASAP
c. If client must contact Global:
    i. Provide Global customer service phone number (800.398.7191)
d. Add note to *Comments Section* stating what documentation the client is sending and/or when client will be contacting Global
e. Once the documentation is received
    i. Notate appropriately
f. Save DOCs with the following naming convention (formatting will matter – match the spaces below)
    i. Global Account Number–SPAA
    ii. **Global Account Number–ID**
g. Upload DOCs to the *Crush FTP folder* Upload signed SPAA to the ***Crush FTP folder as a PDF file***
h. Upload GV DOCs to request file
i. From the *Internal Status* drop down, select *Waiting for Responder*
j. Ensure the *Responder Status* is set from untouched to *pending*
k. Make sure client knows this change can take 5 days, verify if the next draft needs to be adjusted/ postponed.
l. Check the next day to ensure SPAA has been accepted by Global via *"client Global information"* on the client page
m. Click on the tab "view notes in Global" to see if Received/Scanned SPAA has been accepted
n. If was accepted – mark request complete under Responder Status
o. If was rejected, keep request open and make updates to the errors

4. If the client states documentation has been sent and/or global has been contacted but no *Global Validation* Request has been submitted:
    a. For documentation:
        i. Check *Client File*

ii. Check the Email and Fax folder
iii. If validation documents are not found, ask the client to resend documents. If validation documents are found, continue to step 5

5. Click the *Add Request* button from the *Request Section*
   i. Place request status as “pending” wait 24hrs to confirm documents are approved
   ii. check back pn notes left by GH in Advantage point and confirm documents approves
   iii. Mark request as complete once approved

6. From the *Request Type* dropdown, select *Global Validation*
7. For the *Next Global Occurrence*, select Today
8. From the *Responder* dropdown, select your name
9. From the *Internal Status* dropdown
   a. If documentation has already been received, upload to the request file, If waiting for documentation*, Waiting on Responder*
10. In the Request field, enter a brief description for the reason of the request
11. Attach the validation documents to the *client file* if needed
12. Click the *Save & Close* button
13. Notate all information in the *Comment* section on the Client Page

Exceptions:

- Agents are to follow up with the client to ensure documents are received successfully.
  - Reference *Request Queue Follow Up* SOP
  - Clients are able to upload these documents themselves though GH website, reference Global Validation Request QRG

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