

# ClearOne Advantage ACRONYMS

## Departments

- COA – ClearOne Advantage
- OLD -One Loan Direct
- LUSA- Lending USA
- CS or CLG- Customer Service/ Client Loyalty Group
- OR-Outreach
- CR or CRT-Client Relations/Client Resolution Team
- CC-Creditor Concierge
- CLO- Customer Loyalty Online
- PRT-Payment Research Team
- SD- Special Draft (Settlement Support Specialist)
- EMT- Emergency Maintenance Team (Title Change to PRT)

## Shorthand Notes

- GH- Global Holdings
- CA – Client Action
- LRT- Loan Referral Team
- QA- Quality Assurance
- LVM/LM- Left voice message
- CB- Call back
- PK- Promise keeper (system routes CB)
- NSF- Insufficient funds
- POA- Power of Attorney
- ATC- Authorization to Communicate
- SOP- Standard Operating procedure
- QRG- Quick Reference Guide
- GA- Global Authorization
- EC-Enrollment Call
- WC- Welcome Call
- WP – Welcome Package
- CC- Courtesy Call
- EP- Enrollment Package
- QB-Quick Base
- SIF- Settlement letter
- PIF- Paid in Full
- IC- InContact
- UMA- Upper Management Approval