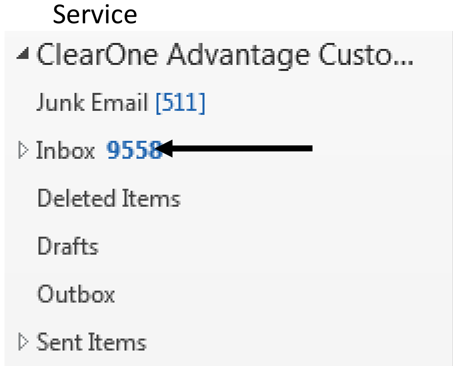
| **Subject:** **Accessing Client Emails and Faxes** | **Product:** **Customer Loyalty Group** | **Approved on:** |
|---|---|---|

**Purpose:**
Accessing emails and faxes through Microsoft Outlook from client's that have not yet been processed.

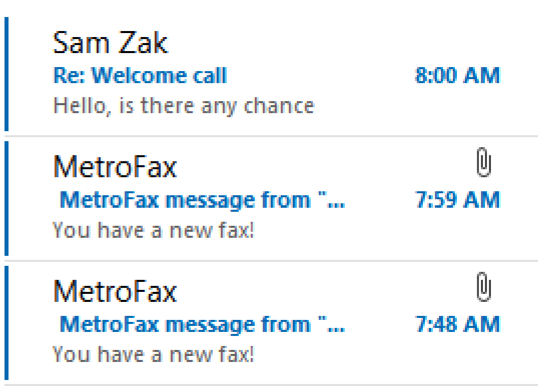
**Policy:**
Client calls in referring to an email or fax they sent that is not attached in Request File or Client File.

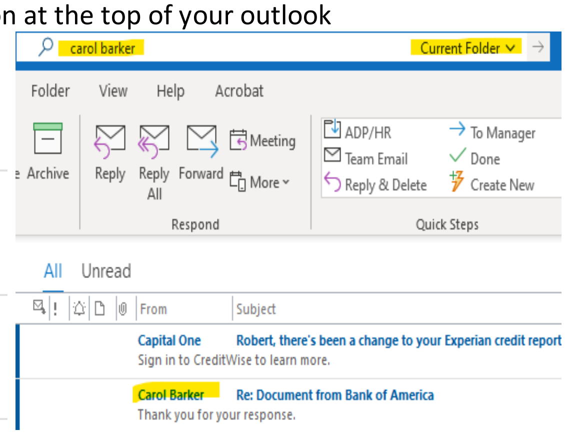
**Procedure:**

1. Ask client when email/fax was sent
2. Open *Microsoft Outlook*
3. As pictured below, click on the Inbox subfolder under ClearOne Advantage Customer Service



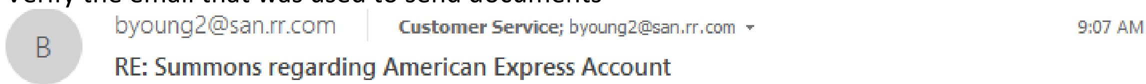

4. As pictured below, scroll to the approximate date and time that the client sent email/fax or use the search by current folder option at the top of your outlook




5. As pictured below, if the client can provide all or part of the documents sent:
   a. Match fax with the sender information

b. Verify the email that was used to send documents




6. If email/fax is not found, advise client to resend documents
7. If email/fax was found, attach documents to the *Request File* or *Client File*

**Exceptions:**
None