HOWTO: CS Support for Legal Partner Network

freedom

Purpose: Client next steps upon receiving a Summons and Compliant for an account enrolled in their program. This is a guide with step by step instructions on what the client needs to do, along with how you can help speed up the process of engaging LPN.

Client has sent you an email with a Summons and Complaint attached.

1. Upload the attached Summons and Complaint to the Widget in CAP in a PDF Format.

   (Name file as: Summons&Compliant_ Original Creditor)

2. **PLEASE DO NOT** direct the client to contact the assigned LPN Attorney as the account will need to be reviewed for referral qualification to engage the service from LPN.

3. Warm transfer the client to Customer Service or have client call directly. 1 800 655-6305

4. Client should confirm that they have received a Summons and Compliant and that it has been uploaded to their file.
   - CS will be able to confirm pages are uploaded.
   - Client will then be transferred to the Resolutions Team.
   - Clients will qualify for LPN referral if they have made all their program deposits on time and in the full amount.
   - Additional supplement of funds may be asked to be made if funding is not sufficient for LPN to review the account.

*Client has sent you an email confirming they received a Summons but **without** a Summons and Complaint attached.*

1. **PLEASE DO NOT** direct the client to contact the assigned LPN Attorney as the account will need to be reviewed for referral qualification to engage the service from LPN.

2. Instruct the client to upload the attached Summons and Complaint to the Dashboard, JPEG & PDF formats are acceptable.

3. Instruct the client to contact Customer Service and verify the uploaded pages. Once confirmed the client will be transferred to the Resolutions Team.
   - Clients will qualify for LPN referral if they have made all their program deposits on time and in the full amount.
   - Additional supplement of funds may be asked to be made if funding is not sufficient for LPN to review the account.