

Acronyms/Abbreviations	
ARP	Attorney Representitive Program
AS	Agreement Service
BK	Bankruptcy
CFA	Client Financial Anaylsis
CFOS	Client Financial Outcome Service
CFT	Crossroads Financial Technology
CIP	Customer Identidication Program
CR	Credit Report
CS	Customer Service
DA	Dedicated Account
DB	Dashboard (Client Dashboard)
DC	Debt Consultant
DL	Driver's License
DOB	Date of Birth
DRA	Debt Resolution Agreement
FDR	Freedom Debt Relief
HIR	High Inrest Rate
NSLDS	National Student Loan Data System
OG	Original
OnB	Onboarding
PRS	Program Review Specialist
PSC	Program Summary Call
SD	Start Date
SF	Salesforce
SPAA	Special Purpose Account Agreement
SSN	Social Security Number
TB	Turnbull Law Group
TIL	Truth In Lending
UW	Underwriting
UWL	Underwriting Leadership
WES	Wholesale Enrollment Specialist
WIB	Wholesale in a Box
WC	Welcome Call
WCC	Welcome Call Complete
WS	Wholesale