Post Enrollment Uploading Documents Reference Guide

Wholesale

08.2025

Summary:	*The purpose of this document is to outline how both clients and Debt Consultants can efficiently self-service by submitting specific types of documents directly to appropriate departments and ensure proper processing.*
Audience: (Responsibility)	Wholesale

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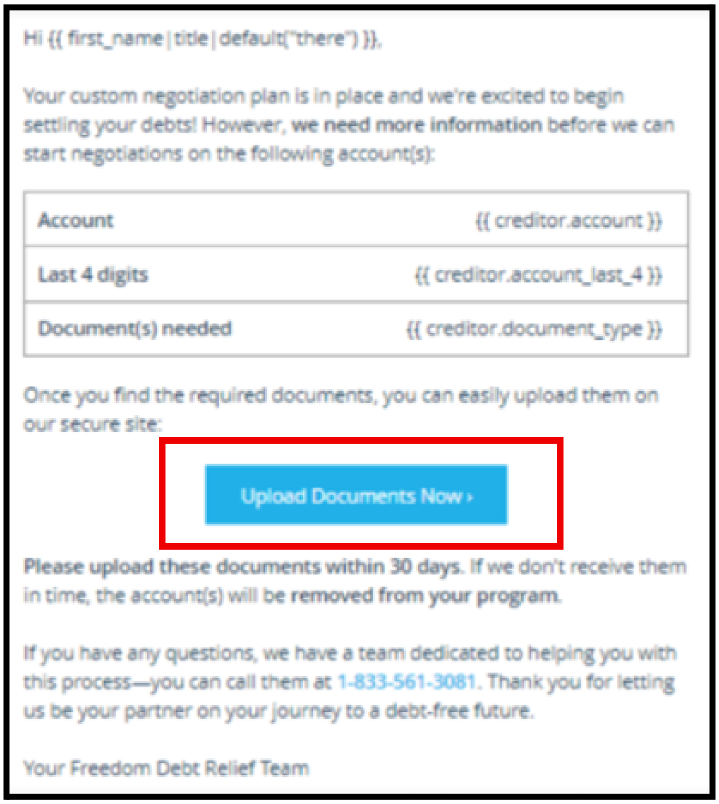
Account Verification - Requesting Documents

<table>
<tr><td>Description</td><td>Client will receive an email from Account Verification with a blue link that says “Upload Documents Now”. The client will click into the link and upload required documents. Please note: This is an individual link and can only be used one time.</td></tr>
<tr><td>Action</td><td>Client will obtain all required documents, click on the Upload Documents Now link and upload the needed documents.



Hi {{ first_name | title | default("there") }},

Your custom negotiation plan is in place and we're excited to begin settling your debts! However, we need more information before we can start negotiations on the following account(s):

<table><tr><td>Account</td><td>{{ creditor.account }}</td></tr><tr><td>Last 4 digits</td><td>{{ creditor.account_last_4 }}</td></tr><tr><td>Document(s) needed</td><td>{{ creditor.document_type }}</td></tr></table>
Once you find the required documents, you can easily upload them on our secure site:

Upload Documents Now ›

Please upload these documents within 30 days. If we don't receive them in time, the account(s) will be removed from your program.

If you have any questions, we have a team dedicated to helping you with this process—you can call them at 1-833-561-3081. Thank you for letting us be your partner on your journey to a debt-free future.

Your Freedom Debt Relief Team</td></tr>
</table>

ARP (Turnbull) Client Services

Turnbull Law Group (ARP) (Client will need to select option 3)	800-674-1504
Turnbull Law Group (ARP) Client Email	clientsupport@turnbulllawgroup.com

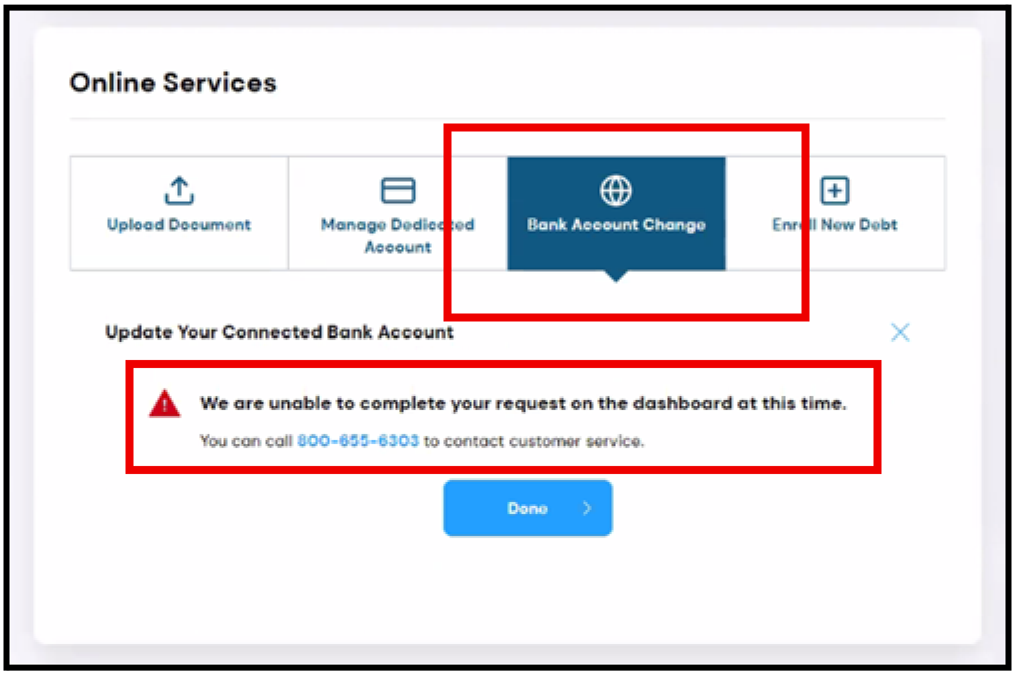
ARP (Turnbull) - South Carolina Client Services

Turnbull Law Group (ARP) - South Carolina (Client will need to select option 3)	833-876-1455
Turnbull Law Group (ARP) Client Email	clientsupport@turnbulllawgroup.com

ARP (Turnbull) - New Jersey Client Services

Turnbull Law Group (ARP) (Client will need to select option 3)	877-977-7755

Bank Account Change

Description	Client would like to update their banking information due to an NSF or have provided new or updated banking information.
Action	Within the Client Dashboard under the Customer Service Tab → Online Services there is a Bank Account Change tab that provides the Client Services phone number for the client to reach out to. Client can also contact Client Services at 800-655-6303. 

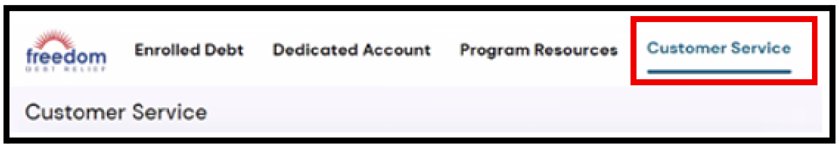
Client Services Contact Information

FDR Client Services	800-655-6303
FDR Client Services Fax	866-759-8974
Client Dashboard	www.freedomdebtrelief.com/dashboard
FDR Client Email *(Client use - 48 hour response time)*	support@freedomdebtrelief.com

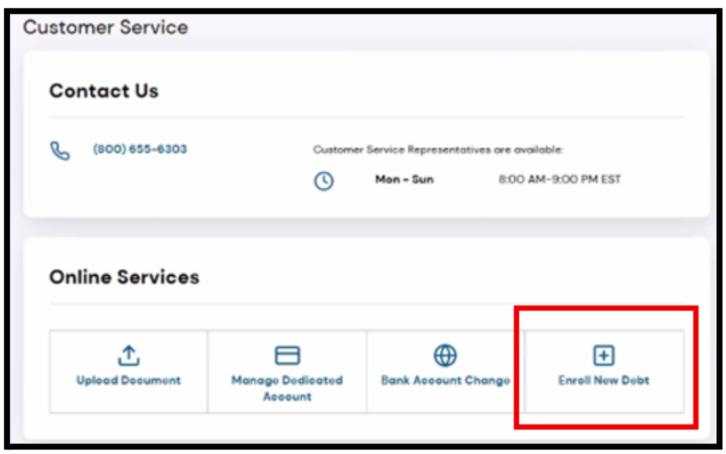
Enrolling New Account

<table>
<tr>
<td>Description</td>
<td>Client would like to add an account to their program which can be done within the Client Dashboard.</td>
</tr>
<tr>
<td>Action</td>
<td>
Client can contact Client Services at 800-655-6303.

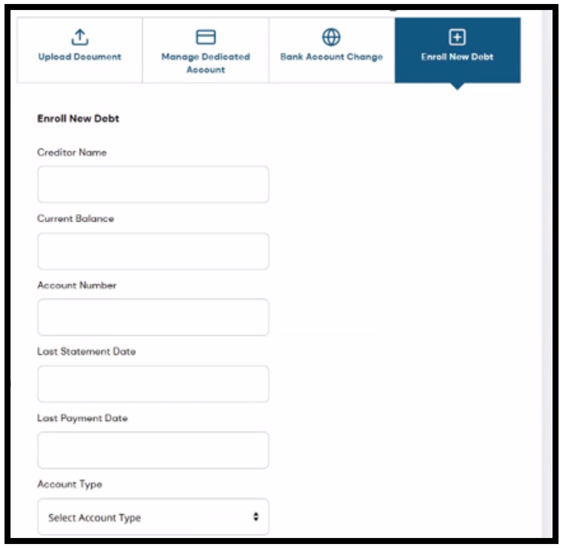
Client will need to log into their Client Dashboard and navigate to the Customer Service tab at the top.



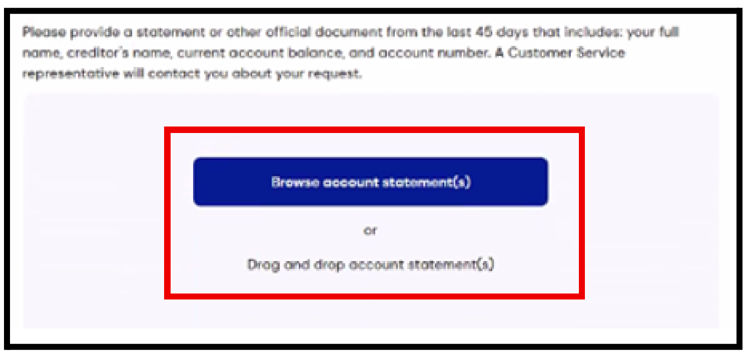
Once in the Client Service Tab, scroll down to the Online Services section and select Enroll New Debt.



Client will then enter the new account information
</td>
</tr>
</table>

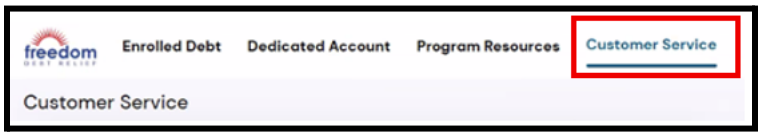


Client will add necessary documents at the bottom of the page by either Browsing their Documents or Drag and Dropping them in. Once documents have been added, Client Services will reach out to the client to finish adding the account.

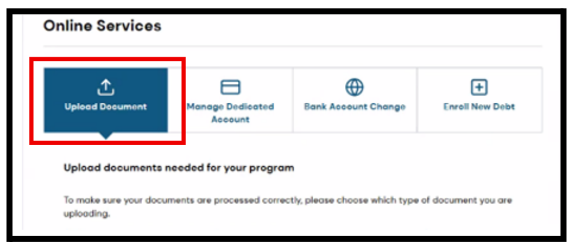


Miscellaneous Documents

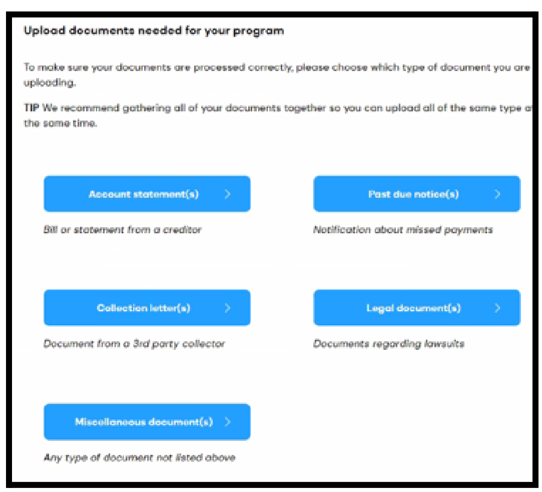
<table>
<tr><td>Description</td><td>Client can upload any documents like Legal Documents, Collection Letters, Account Statements, Past Due Notifications, etc. within their Client Dashboard.</td></tr>
<tr><td>Action</td><td>
Client will need to log into their Client Dashboard and navigate to the Customer Service tab at the top.



Once in the Client Service Tab, scroll down to the Online Services section and select Upload Document.

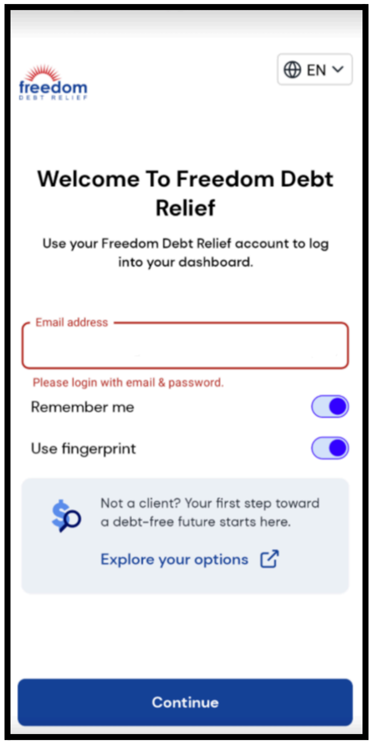


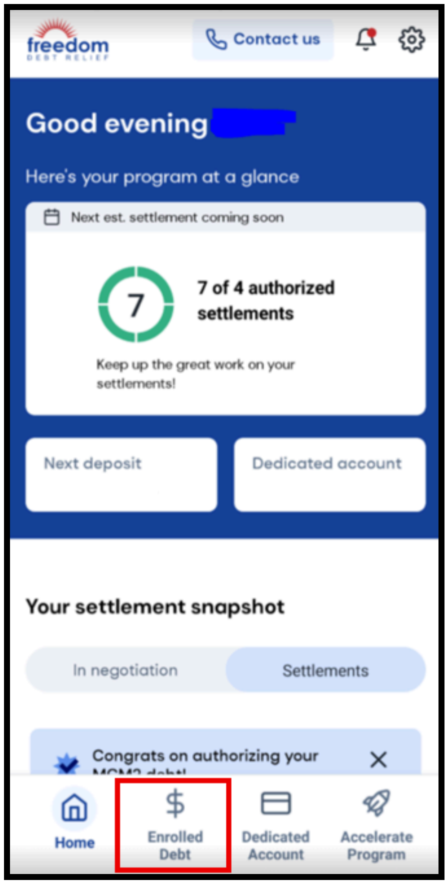
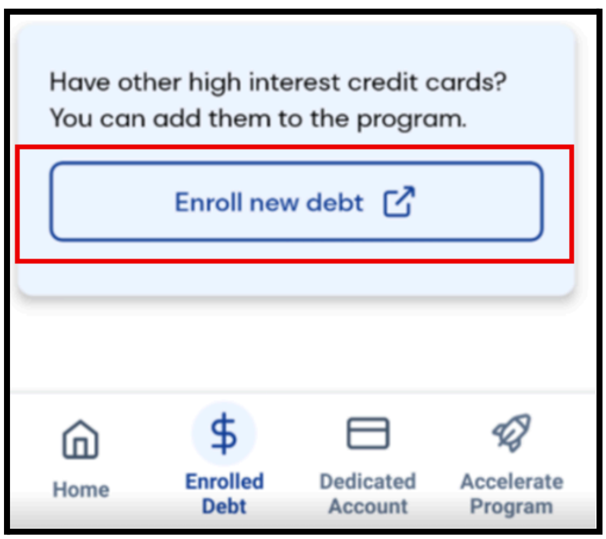
Client will then select the blue upload link based on the specific document and upload their documents.

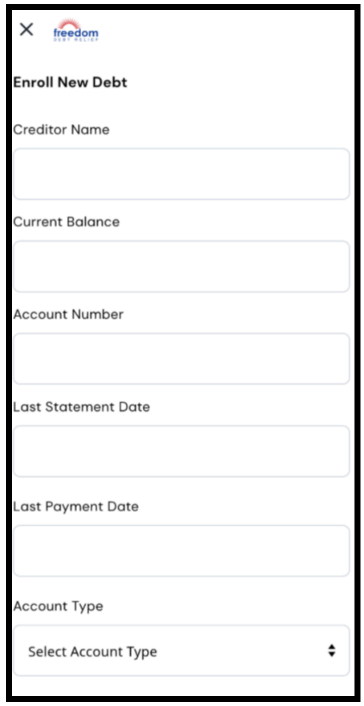


</td></tr>
</table>

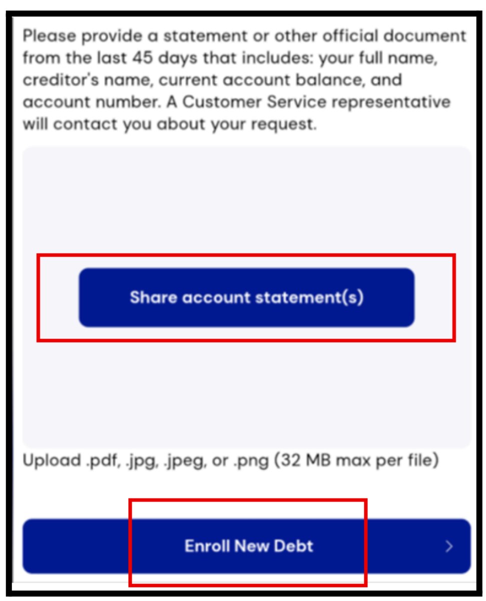
Enrolling New Account via FDR Mobile App

Description	Client would like to add an account to their program which can be done within the FDR Mobile App.
Action	Client will need to log into their Client Dashboard through the FDR Mobile App.  Once logged into the app, you will navigate to the Enrolled Debt tab at the bottom of the screen.

	 Client will then scroll to the bottom and select the option to Enroll New Debt  Client will need to enter the following information when enrolling the new debt.



Once all information is filled out, client will need to upload a clear picture of the entire document and select Enroll New Debt.



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Once new debt has been uploaded, CS will review the document and contact the client within 48-72 hours if any additional information is needed.