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Main Dashboard:

This will be the Main Module Dashboard

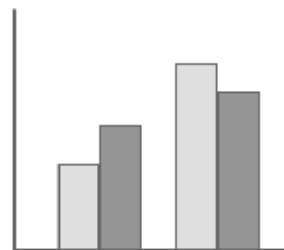
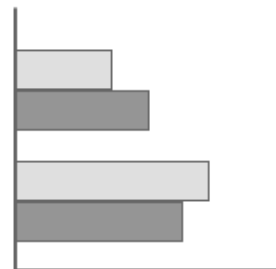




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Compliance Summary

This will be the CFPB Compliance Module Dashboard

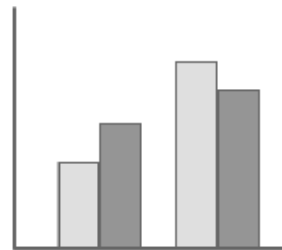
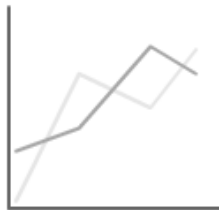
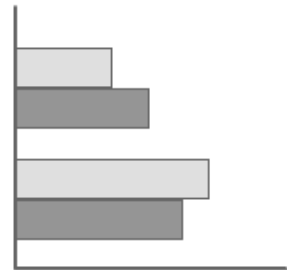




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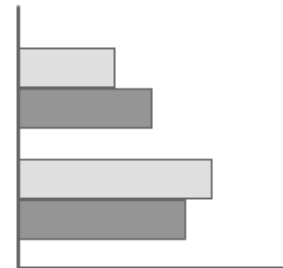
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Compliance Summary:



This will be the CFPB Compliance Module Dashboard

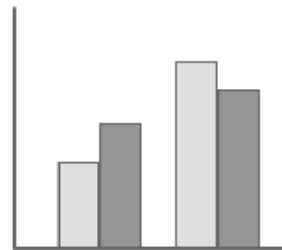




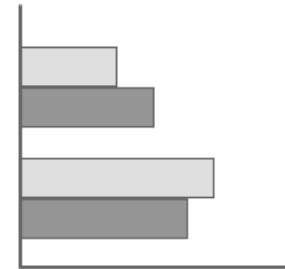
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CFPB Complaints

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Compliance Summary:

This will be the CFPB Compliance Module Dashboard

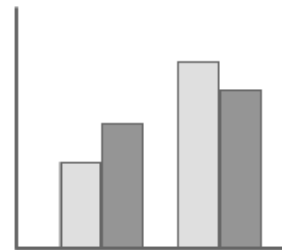




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CFPB Compliance - Complaint Summary: New Complaint Requiring Action

[Export to Excel](#)[Detailed Search](#)[Add New Complaint](#)

Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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CFPB Compliance - Complaint Summary: New Complaint in Progress

[Export to Excel](#)[Detailed Search](#)[Add New Complaint](#)

Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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CFPB Compliance - Complaint Summary: Awaiting Additional Information

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Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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CFPB Compliance - Complaint Summary: Submitted for Owner Action



Export to Excel



Detailed Search

Add New Complaint

Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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CFPB Compliance - Complaint Summary: Owner Response in Progress



Export to Excel



Detailed Search

Add New Complaint

Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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CFPB Compliance - Complaint Summary: Response Submitted to Consumer

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Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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CFPB Compliance - Complaint Summary: Resolved Complaints

[Export to Excel](#)[Detailed Search](#)[Add New Complaint](#)

Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details...
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details...
DFE-20121105-001	20990292	Jones	Jason	3929	2012-11-07	2012-12-15	View Details...
DOS-20121008-001	29002084	Doe	Jahn	3990	2012-10-12	2012-11-15	View Details...
JES-20111009-003	30193302	Simpson	Homer	9022	2011-10-12	2011-11-15	View Details...



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[Collections](#)[Compliance](#)Hello, username! [Log off](#)[Advanced Search](#)[Reports](#)[My Account](#)[My CRM](#)[My Message Board](#)**CFPB Compliance - Agency Complaint Workflow (Page 1 of 2):**[Go to Page 2](#)[Search](#) [Clear](#)**Note: Enter/Select at least 1 criteria to search.****Debtor & Debt Information**

Consumer Account #:

PIMS Consumer Account #

Last Name:

First Name:

Address:

City:

State:

State

Zip:

Home Phone:

Work Phone:

Mobile Phone:

Last 4 of SSN:

SSN last 4

Verified Debtor Identity?:

No

Best Contact Method:

Select contact method

Best Contact Time:

Select contact time

Creditor Name:

Debt Product:

Select product

Debt Balance at Purchase:

Debt Balance (Current):

Dispute Debt?:

No

Dispute Debt Amount?:

No

Dispute Debt Due Date?:

No



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Note: Enter/Select at least 1 criteria to search.

Debtor & Debt Information

Consumer Account #:
Last Name:
First Name:

Complaint Information

Complaint ID:
Complaint Date:
Complaint Received By:
Complaint Issue:
Complaint Notes:

Upload Document(s): [Browse...](#)
Need more info from Debtor?:
Date Requested:
More Info Requested:

More Debtor Info Received?:
Date Received:
More Info Received:

Debt Owner Process

Submitted Complaint to Owner?:
Date Submitted:
Time to Submit (Days):
Upload Document(s): [Browse...](#)
Need more info from Agency?:
Date Requested:
More Info Requested:

More Agency Info Received?:
Date Received:
More Info Received:

Owner Response:
Owner Response to Agency Date:
Owner Response (Days):

Complaint Closure

Agency Response to Debtor Date:
Total Response Time:
Debtor Agrees?:
Need Further Action?:
Final Action Steps:



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CFPB Compliance - Agency Complaint Workflow (Page 1 of 2):

[Go to Page 2](#)

Note: Provide additional data on Page 2 before saving the record

Debtor & Debt Information

Consumer Account #:

PIMS Consumer Account # ▼

Last Name:*

Last Name

First Name:*

First Name

Address:

Address

City:

City

State:

State ▼

Zip:

Zip

Home Phone:

Home Phone

Work Phone:

Work Phone

Mobile Phone:

Cell Phone

Last 4 of SSN:*

SSN last 4

Verified Debtor Identity?:*

No ▼

Best Contact Method:

Select contact method ▼

Best Contact Time:

Select contact time ▼

Creditor Name:

Creditor Name

Debt Product:

Select product ▼

Debt Balance at Purchase:

Purchase Balance

Debt Balance (Current):

Current Balance

Dispute Debt?:

No ▼

Dispute Debt Amount?:

No ▼

Dispute Debt Due Date?:

No ▼

* = Required



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CFPB Compliance - Agency Complaint Workflow (Page 2 of 2):

[Back to Page 1](#)[Save/Exit](#)[Save/Add Another](#)

Debtor & Debt Information

Consumer Account #: PIMS Consumer Account #
Last Name: Last Name
First Name: First Name

Complaint Information * = Required

Complaint ID: Complaint ID
Complaint Date:* Select Date
Complaint Received By: Select method
Complaint Issue:* Select Issue
Complaint Notes: Complaint Notes

Upload Document(s): Upload Document Browse ...
Need more info from Debtor?: No
Date Requested: Select Date
More Info Requested: More Debtor Info Requested

More Debtor Info Received?: No
Date Received: Select Date
More Info Received: More Debtor Info Received

Debt Owner Process

Submitted Complaint to Owner?: No
Date Submitted: Select Date
Time to Submit (Days): Days
Upload Document(s): Upload Document Browse ...
Need more info from Agency?: No
Date Requested: Select Date
More Info Requested: More Agency Info Requested

More Agency Info Received?: No
Date Received: Select Date
More Info Received: More Agency Info Received

Owner Response: Owner Response
Owner Response to Agency Date: Select Date
Owner Response (Days): Days

Complaint Closure

Agency Response to Debtor Date: Select Date
Total Response Time: Days
Debtor Agrees?: No
Need Further Action?: No
Final Action Steps: Final Action Steps



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CFPB Compliance - Agency Complaint Workflow (Page 2 of 2):

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Debtor & Debt Information

Consumer Account #: PIMS Consumer Account #
Last Name: Last Name
First Name: First Name

Complaint Information * = Required

Complaint ID: Complaint ID
Complaint Date:* Select Date
Complaint Received By: Select method
Complaint Issue:* Select Issue
Complaint Notes: Complaint Notes
Upload Document(s): Upload Document Browse ..

Need more info from Debtor?:
Date Requested:
More Info Requested:

More Debtor Info Received?:
Date Received:
More Info Received:

Debt Owner Process

Submitted Complaint to Owner?: No
Date Submitted: Select Date
Time to Submit (Days): Days
Upload Document(s): Upload Document Browse ..
Need more info from Agency?: No
Date Requested: Select Date
More Info Requested: More Agency Info Requested
More Agency Info Received?: No
Date Received: Select Date
More Info Received: More Agency Info Received
Owner Response: Owner Response
Owner Response to Agency Date: Select Date

Document Upload

Document Status: Select Status
Last Modified Date: Select Date
Attached Document: (document name here) Browse ..

[Add/Exit](#)[Add/Browse Another](#)

Final Action Steps: Final Action Steps



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CFPB Compliance - Agency Complaint Workflow (Page 2 of 2):

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Debtor & Debt Information

Consumer Account #: PIMS Consumer Account #
Last Name: Last Name
First Name: First Name

Complaint Information * = Required

Complaint ID: Complaint ID
Complaint Date:* Select Date
Complaint Received By: Select method
Complaint Issue:* Select Issue
Complaint Notes: Complaint Notes

Upload Document(s): Upload Document Browse..
Need more info from Debtor?: No
Date Requested: Select Date
More Info Requested: More Debtor Info Requested

More Debtor Info Received?: No
Date Received: Select Date
More Info Received: More Debtor Info Received

Debt Owner Process

Submitted Complaint to Owner?: No
Date Submitted: Select Date
Time to Submit (Days): Days
Upload Document(s): Upload Document Browse..

Need more info from Owner?:
Date Requested:
More Info Requested:

More Agency Info:
Date Received:
More Info Received:

Owner Response: Owner Response
Owner Response to Agency Date: Select Date
Owner Response (Days): Days

Complaint Closure

Agency Response to Debtor Date: Select Date
Total Response Time: Days
Debtor Agrees?: No
Need Further Action?: No
Final Action Steps: Final Action Steps

Document Upload

Document Status: Select Status
Last Modified Date: Select Date
Attached Document: (document name here) Browse..

[Add/Exit](#)[Add/Browse Another](#)