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User name

Password

Log in

Welcome to CASCADE Asset Management
Your one-stop location for:
    Acquisitions Management
    Portfolio & Collections Management
    Investor Management & Reporting

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User name

Debt Owner

Collection Agency

Password

Log in

Welcome to CASCADE Asset Management
Your one-stop location for:
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Portfolio & Collections Management
Investor Management & Reporting

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Main Dashboard:

This will be the Main Module Dashboard
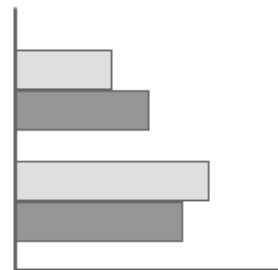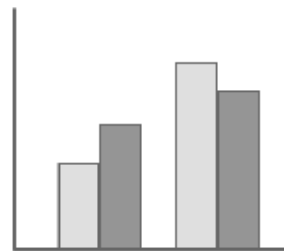
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Compliance Summary:

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CFPB Debt Buyer Processing
Bankruptcy Processing
Cascade Process Exceptions
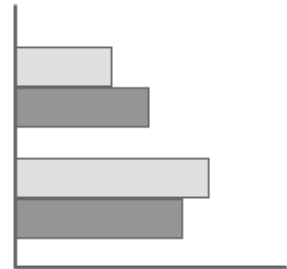
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Compliance Summ

This will be the CFPB Compliance Module Dashboard
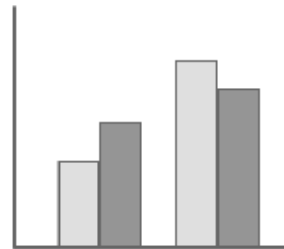
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CFPB Debt Buyer Processing | Create Complaint for Agency Action
Bankruptcy Processing | New Complaint Requiring Action
Cascade Process Exceptions | New Compliant in Progress

Compliance Summ | Awaiting Additional Information
Submitted for Agency Closure
Resolved Complaints
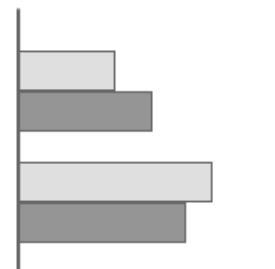
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This will be the CFPB Compliance Module Dashboard
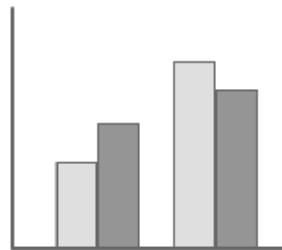
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CFPB Compliance - Complaint Summary: New Comlaint Being Sumitted to Agency Requiring Action

📊 Export to Excel   🔍 Search 🔍

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 Incoming Comlaint Requiring Action

Export to Excel   Search

Detailed Search   Add New Complaint

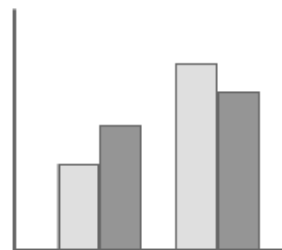| Complaint ID	PIMS Account #	Last Name	First Name	Last 4 SSN	Submitted to Owner	Owner Response	
ABC-20130105-001	10339203	Smith	John	2039	2013-01-08	2013-01-22	View Details. . .
ABC-20130105-002	20990233	Blevins	Horatio	9033	2013-01-09	2013-01-20	View Details. . .
DFE-20121105-001	20990292	Jones	Jason	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 Incoming Comlaint in Progress

Export to Excel   Search   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 Awaiting Additional Information

Export to Excel | Search | 🔍

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 Submitted for Agency Closure

Export to Excel   Search   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: Resolved Complaints

Export to Excel   Search

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 - Owner Complaint Workflow (Page 1 of 2):   Go to Page 2   Search 🔍   Clear

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

Debtor & Debt Information

Agency Name:	Agency Name ▼
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:	Selct contact method ▼
Best Contact Time:	Selct 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 ▼

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

Go Back to Page 1   Search 🔍   Clear

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

Debtor & Debt Information

Agency Name

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

Complaint Information

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 ..**
Submitted Complaint to Agency?:   No ▾
Date Submitted: Select Date 📅
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 - Owner Complaint Workflow (Page 1 of 2):   Go to Page 2   Search 🔍   Clear

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

Debtor & Debt Information

Agency Name:	Agency Name ▾
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:	Selct contact method ▾
Best Contact Time:	Selct 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 ▾

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CFPB Compliance - Owner Complaint Workflow (Page 2 of 2):   Go Back to Page 1   Search 🔍   Clear

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

Debtor & Debt Information

Agency Name

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

Complaint Information

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 ..
Submitted Complaint to Agency?:   No ▾
Date Submitted: Select Date 📅
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 - Owner Complaint Workflow (Page 1 of 2):   Go to Page 2

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

Debtor & Debt Information

Agency Name:	Agency Name ▾
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:	Selct contact method ▾
Best Contact Time:	Selct 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 - Owner Complaint Workflow (Page 2 of 2):   Back to Page 1   Save/Exit   Save/Add Another

Debtor & Debt Information
Agency Name
Consumer Account #: PIMS Consumer Account #
Last Name: Last Name
First Name: First Name

Complaint Information
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 . .
Submitted Complaint to Agency?: No
Date Submitted: Select Date
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 - Owner Complaint Workflow (Page 2 of 2): Back to Page 1   Save/Exit   Save/Add Another

Debtor & Debt Information
Agency Name

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

Complaint Information
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 . .
Submitted Complaint to Agency?:
Date Submitted: Sele
Need more info from Debtor?:
Date Requested: Sele
More Info Requested: More

More Debtor Info Received?:
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

ner Response

te: Select Date

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**

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CFPB Compliance - Owner Complaint Workflow (Page 2 of 2):   Back to Page 1   Save/Exit   Save/Add Another

Debtor & Debt Information

Agency Name

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

Complaint Information

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 . .
Submitted Complaint to Agency?:   No
Date Submitted: Select Date
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 fr
Date Requested:
More Info Reques

More Agency Info
Date Received:
More Info Receive

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