

Kayla Collins

Manager, The Hauskeep

help@thehauskeep.com

559-302-0057

Jennifer Hannusch

Altus Receivables Management

2121 Airline Drive, Suite 520

Metairie, LA 70001

Subject: Immediate Legal Action Pending - \$10,000 Compensation Demand | Case #06417207

Dear Ms. Hannusch,

This is a final opportunity to resolve Case #06417207 outside of court.

Following my formal dispute dated May 9, 2025, your office engaged in numerous documented violations of

- Ignoring my initial dispute letter
- Continuing collection efforts during an open dispute
- Failing to provide legally required validation
- Refusing to produce a signed agreement showing authority to collect
- Threatening legal action and credit damage
- Sending repeated payment links despite the dispute
- Disregarding my instruction to communicate in writing only

These actions caused emotional distress, disruption to my business, and reputational harm.

SETTLEMENT DEMAND: \$10,000

To avoid formal legal action, I am willing to accept \$10,000 in compensation, which reflects:

- \$2,000 statutory damages (FDCPA + Rosenthal Act)
- \$4,000 actual damages
- \$4,000 punitive damages

DEADLINE: 48 HOURS

If I do not receive written confirmation of your agreement to resolve this matter within 48 hours, I will immediately

1. File a formal complaint with the CFPB, California DFPI, and FTC
2. File a lawsuit in California Small Claims Court for \$12,500+
3. Request full discovery of your internal records and communications under penalty of law

This is your final opportunity to resolve this voluntarily. All communication is being archived.

Sincerely,

Kayla Collins

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