



Unresponsive Closure & Cancellation Qualifier

To be considered for closure the assigned representative must have maintained consistent communication attempts and the client must be unresponsive.

Additional criteria: 120 days old and 100% paid. They must be unresponsive to the 14 day and 7 day letters.

Definitions

- Consistent communication: Call, email and text attempts made by the assigned representative every 2-3 weeks for at least 60 days.
- Unresponsive client: A client who does not respond to call, email or text attempts with the required information or documentation.

Unresponsive Closure Criteria

- Any contracted returns must be completed or SFRd.
- We must have a POA on file and a consultation must be completed.
- The case cannot be contracted for a Customized Resolution Plan or a Non-Disclosure Installment Agreement.

Unresponsive Cancellation Criteria

- POA never received.

Special Considerations

- Financed cases must be 6 months old to close or cancel without a resolution established.