



Cancellation Procedures

Please Note: The purpose of the cancellation process is not to cancel, but to encourage the client to cooperate so we can earn the fees already collected by providing tax services.

The following procedures should be followed when cancelling a client. It is important that you understand clients can only be cancelled when:

- 1) The client is 100% paid, *OR*
- 2) At least 80% paid and on *payment Problem* or *payment hold* status.

A client should be cancelled when they fail to provide requested information or documents, if they are unreachable or unresponsive by phone, email, and mail, or if they refuse to do something that the IRS or LTP is requiring.

The following procedures should be initiated after several attempts to make contact or collect information through the normal casework process.

All actions during this process must be documented in the Client Management System, according to the format outlined below. We request this format be adhered to for our internal tracking purposes.

Format:

"Sent M80:" (add any additional notes)

"Sent 14Day:" (add any additional notes)

"Sent 7Day:" (add any additional notes)

"Fwd Case to GSCC:" (add any additional notes)

- M80 with Phone Call
 - This step requires you to send the M80 letter via email and US Mail (not certified).
 - This step also requires that you call the client. Be clear during your phone call and letter/email that we cannot move forward without the requested information and cannot protect the client from levy.

If the client does not respond after seven days:

- Send the 14 Day Cancellation Letter with Phone Call
 - This step requires that you call the client. You should send the 14 day cancellation letter via email and US Mail (not certified).

If the client does not respond after seven days:

- Send the 7 Day Cancellation Letter with Phone Call



- This step requires that you call the client. You should send the 7 day cancellation letter via email and US Mail (not certified).

If the client does not respond after seven days:

- Send an email to Your.Case@taxdefensenetwork.com requesting a cancellation letter be sent to the client from Gold Star Client Care. Please include the following:
 - Date the M80 was mailed/mailed/client called.
 - Date the 14 Day letter was mailed/mailed/client called.
 - Date the 7 Day letter was mailed/mailed/client called.
 - List of missing documents needed to close the case (Breakdown of paperwork missing needed to close the case).
 - **You must save any/all case documents to the R:Drive**

If client calls after this final step, kindly refer them to us at 888-341-0768.