**Weekly Webinar – Week 3 – January 22, 2016**

1. Training – Identity Theft Consultation (To be Announced)
2. How to clarify the client’s expectations with what is in the contract?
3. General Guidelines for each state….
4. Clear to file Extensions for Clients
5. Signature Titles are now supported in the Partner Pack
6. ADP Referral Bonuses – Business Clients
7. Closing Letters for State resolutions in Affiliate Partner Packet

**Training for the Week**

**Case Progression**

**NON-Wage/Bank Levy Cases**

1. Welcome Call
   1. **Maintain Urgency**
   2. **Get State POA if applicable – solve the state debt first**
   3. Set firm/short deadline for necessary documents
      1. Tax organizers
      2. If APP/ASP/CRP – request the following three documents:
         1. Financial Disclosure Form (FDF)
         2. Three (3) months of Bank Statements
         3. Proof of Income
      3. Have MDI Conversation with the Client
2. Documents Received? If yes, Mail out Resolution Packet, which includes
   1. Cover Letter (templates in the Affiliate Partner Packet)
   2. 433F if debt < $250k, and no RO; 433A if over $250k or an RO is involved
   3. With 433F you also need:
      1. Copy of three (3) months of bank statements for all accounts
      2. Proof of income
   4. With 433A you also need:
      1. Everything listed on Form 9297 – if you do not have a 9297 from the RO, or if an RO has yet to be assigned, then send the following:
         1. Cover Letter
         2. 433A
         3. Copy of POA
         4. Three (3) months of bank statements
         5. Proof of income
         6. Copy of all housing related expenses
         7. Copy of all loans – house, car, credit cards, payday loans, etc.
      2. If you have 9297 – get everything that the RO is requesting that is applicable to the client by the deadline set on the 9297. Immediately, once you receive a 9297, you should call the client and let them know that an M-80 is on the way. If an RO is assigned, and you do not have a 9297 – Call the RO immediately and request the document.
   5. After the 433 package is mailed in, set a task for two weeks out to check Account Transcripts to ensure that all debt years have been coded “Pending Installment Agreement”. If coded, then client is out of collections. If not coded, then call ACS to determine if the docs were received. If so, then ACS needs to code the accounts.
   6. It is HIGHLY recommended that you mail the docs to ACS via Certified Mail, and that you enter the tracking number for the docs into the notes.
3. Things you do NOT need for an APP/ASP/CRP:
   1. 433D/9465
   2. Proof of every expense, even if they are over the standard – you can wait for ACS to request documents.
   3. Compliance – get the 433F mailed in early – it will get the client out of collections, and you can work with the Client to get returns done – call ACS – Fax in the returns – and then wait for the 433F to process. If ACS comes back and denies the IA request due to compliance, they will give you at least 30 days to get the client into compliance. At this point, you can issue the client an M-80 for any remaining/required documents.
   4. REMEMBER – IF CNC – COMPLIANCE IS NOT REQUIRED
4. Set post-submission contact and document expectations with the Client
   1. Contact every 2-3 weeks for an update
      1. Email template for this in DICE – makes it quick and easy
      2. Be sure to always review Reso Dashboard for updates
   2. Let the client know, that when ACS does respond in 4-5 months, you may need updated docs so that they are not surprised/disappointed when you ask for the updated docs.

**Tax Cheat of the Week – an oldie but goodie**

Walter Anderson doesn't have the same cachet as other names on this list, but he makes up for it with the sheer scope of his crime. A telecommunications entrepreneur, Anderson strung together an elaborate network of offshore companies and aliases to hide money. The result? More than $200 million in taxes owed to the Federal Government and the District of Columbia. To date, it's the largest tax-evasion scheme ever, and in 2005, it all came crashing down. Anderson pleaded guilty and was ordered to pay nearly $400 million after penalties and fees.