**Welcome Call Procedure**

**First Step**

* Case Coordinators will set you a task with the appointment time at 9:00 AM so this shows on top of your task list. Introduction calls will need to be made the same day they are set. Keep in mind the time zones when making the call.
* The task will be labeled Call Client for Welcome Call and include documents needed or pertinent information on the case.
  + Example: Call Client for Welcome Call – FED POA

**Initial Topics**

* Introduce Yourself
  + Hello, this is \_\_\_\_\_\_ calling from Tax Defense Network, a MoneySolver company. I am the Tax Analyst assigned to your case. Do you have a few minutes to speak with me?
  + I want to let you know that I work alongside a team of tax professionals; however, I will be your main point of contact. My team members may reach out to you from time to time, so don’t worry out of someone else gives you a call.
* Discuss the *PURPOSE* and *PLAN* of the call
  + This meeting is to go over your contracted services, to get a complete picture of your situation, and most importantly your goals in resolving this issue.
  + What are your expectations?
  + I will send you an email summarizing our discussion, so don’t worry about taking notes.

**Review Information**

Why do they owe?

* Review What Caused the Debt
  + W/4? Pretax Account Withdrawal (retirement accounts)? ES Payments? Deposits? Sale of Assets (stock sales)?
  + Are the balances correct? What if anything can we do to address any overstated balances (any exams or SFRs that can be reconsidered?)
  + Consider what does the client do for a living? How are they paid?

Compliance

* Preventing Future Balances
  + Review current compliance requirements (proper W4 w/h, ES payments, FTD).
  + Make sure they understand the importance of compliance.
* Past Due Returns
  + Missing Returns? SFRs?
* Student Loan? Current? Default? Backstory?

Contracted Services / Documents / Resolution Info

* Review Contracted Services
* Authorization Forms- General & Specialized-For Student Loan Contracted Service
* Financial Disclosure Form (Financial Cases Only)
  + Has the client received the doc? Do you need to resend?
  + Explain Income and Expense Analysis (Value Prop)
  + Set strict Deadlines!
* Tax Organizers
  + Income and Deduction docs for current year?
  + Set strict Deadlines!

Income & Status/Dependents

* Income
  + What is the client’s source(s) of income (W2, 1099, SSI, Partnership)?
  + Did income change from prior year – if so, what will we need to substantiate the income (pay stubs, profit and loss)?
* Status
  + Is the client married? Dependents? Pay attention to special circumstances (e.g. ‘My ex wife claims the children’).
  + Will we need POA for the spouse if we don’t already have it (joint debt, filing joint)?

**Summarize Goals & Conversation**

* What are the *CLIENT’S* responsibilities?
  + What information will we need and why?
  + What will the client have to do?
  + What are the timeframes? Don’t forget ***DEADLINES!***
* What are *TDN’s* responsibilities?
  + Establish contact expectations
    - When is it the best time to speak? What are the best contact methods?
    - What should the client expect as far as communication from you?
    - Email is best/Voicemail Expectations
* What will the IRS be doing/what are potential IRS actions?
  + Review collection status and urgency
  + Review IRS letters and the collection process
  + Liens
    - Have they/will they be filed?
    - What are they?
* Reinforce **Deadlines and Expectations**!

\***Reminder**: This is a conversation to get to know the CL as well as introduce yourself / MoneySolver and create a relationship / flow with the CL for the next several months!

**After the Call**

* Check the box Spoke with client
* Thoroughly note the conversation and use note template.
  + Who did you speak with?
  + What specifically did you discuss and what are the responsibilities of each party?
  + Add the list of things you need from the client or you need to complete
* Plan for the next contact & Set task in accordance with set deadlines.
  + Your next task should be set no later than the day after the deadline you provided to the client.
* Take steps to ensure all information is obtained
  + We may not have all the Account Transcripts or IRP information on file.
  + What do you need to obtain and review prior to the next appointment? Why?

**IF CLIENT DOES NOT ANSWER:**

* Unilaterally set appointment for next day via VM and email ***and change “Future Task Type” to Appointment Call***
  + If no response on second attempt, set appointment for two days out
  + If no response on third attempt, then set contact once per week moving forward if still no response.