

**SILVER  
LEVEL OF  
SERVICE**

# POINT

CREDIT SOLUTIONS



## COMMUNICATION SCHEDULE

001 ACCOUNT PLACEMENT  
002 VALIDATION NOTICE  
035 COLLECTION NOTICE  
038 PHONE CAMPAIGN ONE  
040 EMAIL MESSAGE ONE  
042 TEXT MESSAGE ONE  
045 EMPLOYMENT VERIFY  
047 PHONE CAMPAIGN TWO  
049 EMAIL MESSAGE TWO  
051 TEXT MESSAGE TWO  
060 URGENT NOTICE  
068 PHONE CAMPAIGN THREE  
070 EMAIL MESSAGE THREE  
072 TEXT MESSAGE THREE  
075 FINAL NOTICE  
083 PHONE CAMPAIGN FOUR  
085 EMAIL MESSAGE FOUR  
087 TEXT MESSAGE FOUR  
090 TRANSFER NOTICE



## RECOVERY SCHEDULE

001 ACCELERATION NOTICE  
002 ADDRESS SKIP-TRACE  
005 RECOVERY EMAIL ONE  
006 EMAIL SKIP-TRACE  
008 RECOVERY TEXT ONE  
009 CELLULAR SKIP-TRACE  
011 PHONE CAMPAIGN ONE  
012 PHONE SKIP-TRACE  
014 RECOVERY EMAIL TWO  
017 RECOVERY TEXT TWO  
021 CONSULTATION NOTICE  
025 RECOVERY EMAIL THREE  
028 RECOVERY TEXT THREE  
031 PHONE CAMPAIGN TWO  
035 RECOVERY EMAIL FOUR  
039 RECOVERY TEXT FOUR  
042 INSTALLMENT NOTICE  
047 RECOVERY EMAIL FIVE  
052 RECOVERY TEXT FIVE  
057 PHONE CAMPAIGN THREE  
062 RECOVERY EMAIL SIX  
067 RECOVERY TEXT SIX  
072 SPECIAL OFFER NOTICE  
076 RECOVERY EMAIL SEVEN  
079 RECOVERY TEXT SEVEN  
082 PHONE CAMPAIGN FOUR  
086 RECOVERY EMAIL EIGHT  
090 RECOVERY TEXT EIGHT  
093 LAST CHANCE NOTICE  
098 RECOVERY EMAIL NINE  
103 RECOVERY TEXT NINE  
108 PHONE CAMPAIGN FIVE  
113 RECOVERY EMAIL TEN  
118 RECOVERY TEXT TEN  
123 LITIGATION REVIEW  
130 TRANSFER NOTICE



## LITIGATION SCHEDULE

001 ATTORNEY REFERRAL  
002 ATTORNEY VALIDATION  
035 ATTORNEY DEMAND  
045 REQUEST SUIT FILED  
075 FILE LAWSUIT  
090 OBTAIN JUDGMENT  
100 GARNISH WAGES  
130 ASSET SEIZURE  
150 TAX RETURN SEIZURE

LITIGATION TIMELINE IS AN  
ESTIMATE AND WILL VARY  
ACCORDING TO ATTORNEY  
AVAILABILITY, COURT  
SCHEDULING, AND DEBTOR  
OR CLIENT RESPONSE TIME

ALL PHONE CAMPAIGNS CONSIST OF UP TO FOUR ATTEMPTS TO REACH THE DEBTOR. A SINGLE CAMPAIGN INCLUDES A MORNING ATTEMPT, AFTERNOON ATTEMPT, EVENING ATTEMPT, AND WEEKEND ATTEMPT TO SPEAK WITH THE DEBTOR