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Collections Intake Checklist

Client Name(s): _____

Email Address: _____

Tell us what type of debt brings you here:

- _____ Credit card
- _____ Car
- _____ Water Softener
- _____ Other (Explain): _____

What would you like *me* to help you accomplish?

If Credit Card Debt:

- 1) When did you take the card out? _____
- 2) What was the total amount of actual charges? _____
- 3) When was the last purchase made? _____
- 4) When was the last payment made? _____
- 5) Prior to stopping payments, were payments made on time and consistently?

- 6) Why did you stop making payments? _____
- 7) Who is suing you? The original creditor or a debtbuyer company?

- 8) What is the last communication you had/received from the creditor/debtbuyer company?

If Car Repossession:

- 1) When did you purchase the car? _____
- 2) Were you or someone else in possession of the car? _____

- 3) Are you a co-signer on the loan? _____
- 4) Were you responsible for making the payments? _____
- 5) When was the last payment made? _____
- 6) Why were payments stopped? _____
- 7) Was the car repossessed or voluntarily handed over? _____
- 8) If Repossessed, did you receive a letter after the repossession telling you how much you needed to pay to reclaim the car and when the car would be sold at auction?

- 9) If car was sold, did you receive a letter telling you how much it sold for and/if there was a remaining balance? _____
- 10) Have you received any court papers? _____

Other Debt:

- 1) What was purchased/borrowed to create the debt?

- 2) How long ago was the debt incurred? _____
- 3) When was the last payment made? _____
- 4) Why were payments stopped? _____

Garnishment Questions:

- 1) Do you provided more than half of the support for a child or other dependant?

- 2) If yes, who is the dependant and what/how much support is provided a month?

- 3) Has any money been withheld from your paycheck?

- 4) Do you only receive Social Security or Retirement benefits?

Court Process:

- 1) Have you been served? _____
 - a) If yes, what date did you receive the papers? _____
- 2) Have you already been to court? _____
 - a) When: _____
 - b) How Often: _____
 - c) Why: _____
- 3) Have you filed papers in response to being served?

- a) If no, what date is the response due? _____
- 4) Please provide any court paperwork that you have on the case

General Questions:

- 1) What is the name of the company trying to sue you for the debt?

Other Notes:
