

Summary

Objective

If a customer:

- contacts us about any type of missed payment letter
- or are going to get a missed payment letter

Call the C&R team otherwise they will call the customer to discuss the missed payment as part of their workflow.

Owner Name withheld

Expert Name withheld

Procedure

1.0 What happens if a customer misses a payment?

- a** A missed payment letter is sent five business days after the missed payment. This will direct the customer to pay the missed payment immediately or contact the C&R team to discuss the missed payment.

2.0 What if a customer is tells you they are going to miss a payment?

NOTE If they can make up the payment

- find out when they will be able to make up the payment
- contact the C&R team.

NOTE If they can no longer afford the payments

- how much can they afford to pay per week/month
- when they may be able to start
- contact the C&R team.

3.0 What happens if the customer misses two payments?

- a** Five business days after the missed payment another missed payment letter will be sent and if there is no payment or contact after ten days the plan will 'cancel' the plan reverting it back to an annual plan. The invoice(s) will then fall into the normal collection cycle.

4.0 Can you reinstate a 'cancelled' payment plan?

- a** They will need to speak with the C&R team to see if this is possible.