

Documents Supported by Convoke

Issuer Documents		
1) Access Check	19) Copy of Driver's License	37) Monthly Statement (1)
2) Account Review Form	20) Copy of SSN Card	38) New York Affidavit
3) Affidavit	21) Cosigner Addendum	39) New York Certificate of Compliance
4) Affidavit Issuer	22) Counsel Substitution	40) Original Terms and Conditions (1)
5) Affidavit Partner	23) Data Terms of Use	41) Payment Copy All (1)
6) Affidavit Non FICO	24) Deferment and Forbearance	42) Post Payment History
7) Affidavit Terms Letter	25) Disbursement	43) Pre Payment History
8) Application (1)	26) Disclosure Statement	44) Privacy Policy
9) Application/Note (1)	27) Final Acceleration Notice	45) Promissory Note
10) Authorization of Debit Account	28) Funding Packet	46) Registration Agreement
11) Balance Transfer Check	29) Goodbye Letter	47) Statement of Account
12) Cash Advance Check	30) Hold Harmless	48) Terms and Conditions (1)
13) Chain of Title (1)	31) Internal Bill of Sale	49) Title
14) Change in Terms (1)	32) Listing Truth In Lending	50) Transaction History (1)
15) Collateral Lien	33) Last Payment Copy (1)	51) Truth in Lending
16) Collateral Value	34) Last 6 Payment Copies (1)	52) Witness
17) Conditional Approval Letter	35) Loan Agreement	
18) Contract	36) Loan History	

(1) Specific debt validation documents identified in SBREFA Debt Collection Proposal (see SBREFA Exhibit D)

Documents Supported by Convoke (cont.)

Agency Channel Documents	
1) Affidavit	17) Executor of Estate
2) Attorney Representation Notice	18) Filed Claim Package
3) Account Research	19) Firm Correspondence
4) Cease & Desist Notice	20) Fraud Claim
5) Claim Package	21) Locate Letter
6) Claim Withdrawal	22) Notice of Bankruptcy
7) Complaint	23) Notice to Creditors
8) Complaints Response	24) Other
9) Credit Bureau Dispute	25) Post Suit Miscellaneous
10) Debt Validation	26) Power of Attorney
11) Debtor Correspondence	27) Probate Locator
12) Demand Letter	28) Proof of Insolvency
13) Dispute Investigation	29) Rejected Claim
14) DSA Consent	30) Settlement Confirmation Letter
15) Estate Insolvency Notice	31) Settlement Letters
16) Estate Inventories	32) Written Promise to Pay

Documents Supported by Convoke (cont.)

Legal Channel Documents

1) Abstract of Judgment	38) Debtor Correspondence	75) Judgment Execution	112) Release Of Lien
2) Account Research	39) Default Affidavit	76) Judgment Renewal	113) Repossession Documents
3) Additional Affidavit	40) Default Paperwork	77) Judgment Set Aside	114) Repossession Report
4) Adverse Action Letter	41) Delinquency Letter	78) Locate Letter	115) Response to Washington SB5627 Letter
5) Adverse Outcome	42) Demand Letter	79) Lost/Stolen Letter	116) Satisfaction of Judgment
6) Affidavit of Repossession	43) Demographic Change	80) Motion For Service	117) SCRA Judgment Affidavit
7) Affidavits	44) Discovery	81) MSJ Affidavit	118) SCRA Release
8) Answer	45) Dismissal	82) MSJ Paperwork	119) SCRA Suit Affidavit
9) Attorney Representation Notice	46) Dispute Investigation	83) Notes	120) Segmentation Letter
10) Attorney Review Form	47) Dispute Letter	84) Notice of BKY	121) Settlement Confirmation Letter
11) Auction Purchaser Delivery Confirmation	48) DOD Active Service Verification	85) Notice to Creditors	122) Settlement Letters
12) Auction Repair Final	49) DSA Consent	86) Other	123) Settlement Release
13) Auction Sales Report	50) Estate Claim	87) Payment Arrangement	124) Settlement Request
14) Bank Statements	51) Estate Insolvency Order	88) Paid in Full Letter	125) Stipulations Consent
15) Bankruptcy Discharge	52) Estate Inventories	89) Pay Off Request	126) Substitution Of Attorney
16) Bankruptcy Dismissal	53) Execute Affidavit	90) Pay Stubs	127) Suit Affidavit
17) Benefit Statement	54) Executor of Estate	91) Payment or Settlement Stipulation	128) Suit Filed
18) BK Scrub Completed	55) Filed Claim Package	92) Payment Program Request	129) Summons
19) Bond	56) Financial Report	93) Payment Receipt Request	130) Summons and Complaint
20) Bond Cancellation	57) Firm Correspondence	94) Payment Request/Confirmation Letter	131) Tax Return
21) Business Record Affidavit	58) Foreclosure	95) Post Suit Misc	132) Time Stamped Affidavit
22) C&D Notice	59) Fraud Additional Documents	96) Power of Attorney	133) Time Stamped Satisfaction of Judgment
23) Call In Request Letter	60) Fraud Claim	97) Pre Conversion Active Litigation	134) Time Stamped Suit
24) Claim Package	61) Fraud Decline Letter	98) Pre Conversion Judgment Other	135) Time Stamped Writ of Possession
25) Claim Withdrawal	62) Fraud Decline Notes	99) Pre Conversion Judgment Resolution	136) Title Report
26) Closure Notification	63) Full Accounting	100) Pre Suit Packet	137) TRAKAmerica Recall Email
27) Collections Offer Letter	64) Garnishment/Levy Order	101) Private Arbitration	138) Transportation Completion Report
28) Complaint	65) Hardship Letter	102) Probate Locator	139) Vacated Judgment
29) Complaints Response	66) Hearing	103) Proof of Death	140) Validation Documents
30) Condition Report	67) Interrogatories	104) Proof of Insolvency	141) Vehicle Photo Additional
31) Continuance	68) Judgment	105) Proof of Service	142) Vehicle Photo Back
32) Counter Claims	69) Judgment Copy Agreement	106) Property Evaluation	143) Vehicle Photo Front
33) Court Motions	70) Judgment Copy Contested	107) Property Mortgage	144) Vehicle Photo Left
34) Credit Bureau Dispute	71) Judgment Copy Default	108) Property Tax Assessment	145) Vehicle Photo Right
35) Customer Surrender Attestation	72) Judgment Copy Stipulation	109) Quarterly Accounting	146) Washington SB5627 Letter
36) Debt Satisfaction Confirmation	73) Judgment Copy Summary	110) Reaffirmation	147) Written Confirmation of Terms
37) Debt Validation	74) Judgment Copy Trial	111) Rejection of Claim	148) And More . . .

Vendor Level Documents

Training Materials	Insurance	Training Logs	Collection Practices
1) Complaint Training Assessment	1) Automobile	1) ADA Training Log	1) Ability To Pay Form
2) Complaint Training Answer Key	2) Crime/Fidelity	2) Complaints Training Log	2) Balance Validation Procedure
3) Complaint Training Log Template	3) Cyber Liability	3) Customer Treatment Training Log	3) Call Scoring
4) Complaint Training Module	4) Employers Liability	4) EFTA/RegE Training Log	4) Calibration Session
5) Customer Treatment Assessment	5) General Liability	5) Fair Lending Training Log	5) Collection Process
6) Customer Treatment Log Template	6) Professional Liability	6) FDCPA Training Log	6) Collection Stages Work Flow
7) Customer Treatment Module	7) Umbrella	7) Privacy ADA TCPA SCRA Reg E Training Log	7) Performance Metrics
8) Customer Treatment Training Answer Key	8) Workers Comp	8) Privacy Training Log	8) Settlement Process Workflow
9) Fair Lending Training Answer Key		9) SCRA Training Log	9) Skip Tracing Work Flow
10) Fair Lending Training Assessment	Audit Results	10) TCPA Training Log	
11) Fair Lending Training Log Template	1) Audit Attestation Cycle 1	11) UDAAP Training Log	Company Structure
12) Fair Lending Module	2) Audit Attestation Cycle 2		1) Board Oversight
13) FDCPA Training Answer Key	3) Audit Attestation Cycle 3	Work Standards	2) CCO Resume
14) FDCPA Training Assessment	4) Audit Attestation Cycle 4	1) Approved Interest Rate Table	3) Compliance Organization Chart
15) FDCPA Training Log Template	5) Audit Attestation Template	2) Approved Letter Samples	4) Process Improvement Organization
16) FDCPA Training Module	6) Audit Findings Cycle 1	3) Invoicing File Samples	5) Quality Organization Chart
17) Privacy ADA TCPA SCRA Reg E Training Log	7) Audit Findings Cycle 2	4) Operations Manual	
18) Privacy ADA TCPA SCRA Reg E Training Log	8) Audit Findings Cycle 3	5) Operations Manual Change Log	Financial Records
19) Privacy ADA TCPA SCRA Reg E Training Log	9) Audit Findings Cycle 4		1) Annual Financial Statements
20) Privacy ADA TCPA SCRA Reg E Training Log	10) External Audit Results	Attorney Documents	2) Quarterly Financial Statements
21) UDAAP Training Answer Key		1) Appearance Counsel	
22) UDAAP Training Assessment	Certification	2) Good Standing Certification	
23) UDAAP Training Log Template	1) Certification Questionnaire	3) Of Counsel	
24) UDAAP Training Module	2) Certification Response		

Vendor Level Documents (cont.)

Policies and Procedures		
1) ADA Policy	17) Customer PII Retention Policy	33) Privacy Policy Review
2) Attestation of No Autodialing	18) Data Destruction Policy	34) Record Retention Policy
3) Background and Screening Policy	19) Dispute Policy	35) RegE Policy
4) Bankruptcy Policy	20) Fair Lending Policy	36) Regulatory Change Policy
5) Business Continuity Plan	21) FCRA Policy	37) Regulatory Changes Procedure
6) Call Escalation Policy	22) FDCPA Policy	38) SCRA Policy
7) Call Recording Policy	23) GLBA Policy	39) Scrub Policy
8) Call Retention Policy	24) Hardship Policy	40) Social Media Policy
9) Calling Time Policy	25) Incentive Plan Checklist	41) Subcontractor Documentation
10) Cell Phone Consent Policy	26) Information Security Plan	42) TCPA Policy
11) Complaint Handling Policy	27) Internal Audit Policy	43) Training Policy
12) Compliance Program	28) Non Disclosure Agreement	44) UDAAP Policy
13) Compliance Reporting Policy	39) Online Privacy Statement	45) Wrong Number Policy
14) Corrective Action Policy	30) PII Masking Policy	46) Incentive Disincentive Policy
15) Credential Policy	31) PII Transmission Policy	47) Trust Agreement
16) Customer PII Policy	32) Policy Review Policy	