

COLLECTION CALL CHECK LIST

Date call was made: _____ / _____ / 20____


Time of call: _____ : _____ AM PM

Duration of call: _____ minutes _____ hour

Type of message: Phone Call Voice Mail Letter
 Paper Message

Name of bill collector (ask for a name if not given): _____

Name of collection agency and its phone number: _____

 (____) _____ - _____

What did the collector say?
(If voicemail, please quote directly and save recording.)

What was the amount demanded? \$ _____

Were any payment terms offered? Yes No

Did the bill collector threaten you? Yes No How? _____

Profanity was used Legal Action was mentioned

Have any calls been placed to your friends,
Employer, neighbors or relatives? Yes No

Any other type of harassment or abuse?

INSTRUCTIONS:

1. **Write** down each communication between you and the bill collector, whether it is written or oral (by letter, by phone or by message). The notes should be detailed as possible. Keep the check list close to your phone.
2. **Do not erase** any voice mail, answering machine, collection letter, and paper message. Don't throw anything away; envelopes that the collection letters came in should be preserved as well.
3. **Use ONE checklist per call.**

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