

Field Worksheet

T#

(Circle One) Mobile Home Apartment Condo House

Describe Property:

- **Mobile Home or Apartment** - (Complete Below):

Name of Complex: _____

Managers Name: _____

Phone: _____

- **House or Condo/Townhouse** - (Complete Below):

Property Description (List Color, levels and exterior condition)

Is the Property for Sale? YES ☐ NO ☐ If yes list information on the reverse

Contact with Debtor or Co-signer (Circle One): _____ (Complete)

Get Home# _____ **Get Work#** _____

Is there a Cell/Pager # _____

Reason for Delinquency? _____

If Bankrupt, Attorney Name: _____ Case # _____

Payment Already Sent: YES ☐ NO ☐ If so When / How much: _____

REQUEST DEBTOR TO CALL CLIENT AT TIME OF VISIT YES ☐ **DEBTOR REFUSE** ☐

IF YES, LIST NAME OF COLLECTOR CONTACTED: _____

COMPLETE CLIENT'S SPECIAL REQUEST BEFORE LEAVING - EX(INSURANCE INFO, ETC.) YES ☐ NO ☐

Confidential Letter Left With/On: _____

If the collateral is a vehicle: (Complete)

Mileage: _____ License # _____

VIN # Verified: YES ☐ NO ☐ Color: _____

Condition: _____ **List other vehicles on property:** _____

Contact with 3rd party/ neighbor? YES ☐ NO ☐ (Complete)

List Name & Address: _____

They verified debtor's residence: YES ☐ NO ☐

Did they know a possible phone number: YES ☐ NO ☐ If yes _____

Best Time to Reach Debtor or Co-Signer: _____

(OVER)

FOLLOW FLOWCHART WHEN CONDUCTING YOUR REPORTS

NCCI: FIELD CALL COMPLETION FLOWCHART

I. Upon arrival at given address DESCRIBE PROPERTY:

If APT. get name of complex and MGR #

If CONDO get name of complex and # if possible

If SINGLE FAMILY RESIDENCE note condition and sale info (if app.)

II. Attempt CONTACT at given R/A or B/A as follows:

If **DEBTOR** contacted directly then conduct interview as follows:

1. **ASK TO UPDATE** HOME #, EMPLOYMENT INFO, CELL #
2. Request to **VIEW COLLATERAL** note condition, mileage, etc. on report. If collateral not present ask it's whereabouts and note
3. Ask for reason for delinquency and note on your report
4. Make effort to address all client's requests (ex: insurance info, etc.)
5. **MUST REQUEST the DEBTOR to call the client at time of visit**
6. HAND CONTACT LETTER directly to debtor

If **VACANT or SKIP** then proceed as follows:

- If current tenant verifies SKIP then INTERVIEW TENANT
- Obtain LANDLORD/MGR. And any DEBTOR INFO from tenant
- If tenant evasive then CONFIRM tenant info with NEIGHBORS
- If VACANT interview NEIGHBORS in order to obtain DEBTOR INFO such as LANDLORD/MGR. , POE and when DEBTOR MOVED

If **3rd PARTY** contacted at R/A or B/A then interview as follows:

- VERIFY if debtor resides at ADDRESS with third party
- ALWAYS obtain/verify HOME # and ask best time to reach debtor
- Request day # or EMPLOYMENT # to reach debtor
- If address verified HAND CONTACT letter to 3rd party in SEALED ENVELOPE marked "*Personal and Confidential*"
- If unable/refuse info then contact neighbors and repeat first three steps above
- Denote info on ANY VEHICLES at R/A to include lic.#, make / model

If **NO ONE HOME** or no answer then proceed as follows:

- Verify if address OCCUPIED OR VACANT, if vacant (see next box)
- If occupied note ANY VEHICLES with lic.#, make/model
- INTERVIEW NEIGHBOR in an attempt to verify address
- If verified leave contact letter in SEALED ENVELOPE at R/A door
- If unable to verify try to obtain LANDLORD/MGR. INFO
- If unable to verify try to obtain POE INFO and WHEN DEBTOR HOME