Handling Regulation F in Q-Law and Q-LawE

Presented by:
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The Mastermind Series

Presented by VERTICAN TECHNOLOGIES

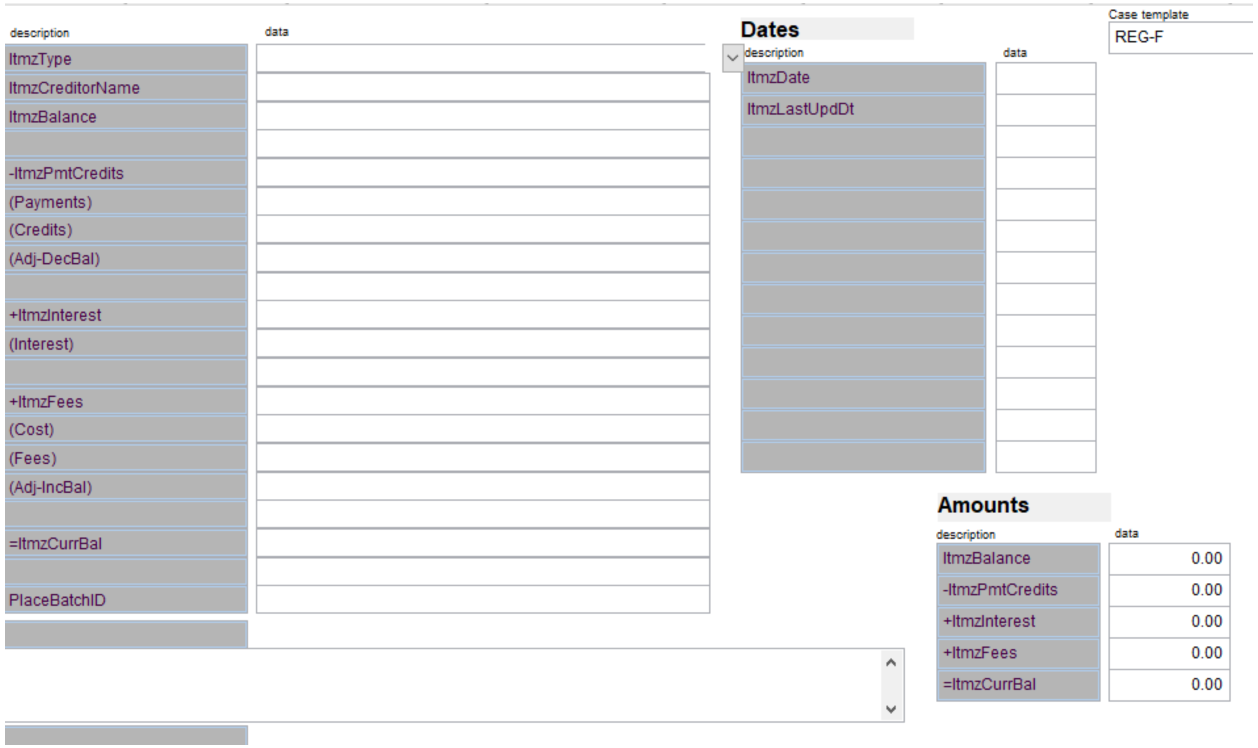
REG-F: Debt Itemization

Special Template: REG-F

Vertican will provide a custom program that will install the new REG-F special template.

- The install program only needs to be run once through custom programs.
- The install program will add the special template and the default drop downs for special.user1data.

Only one REG-F special template may exist on an account at a time.

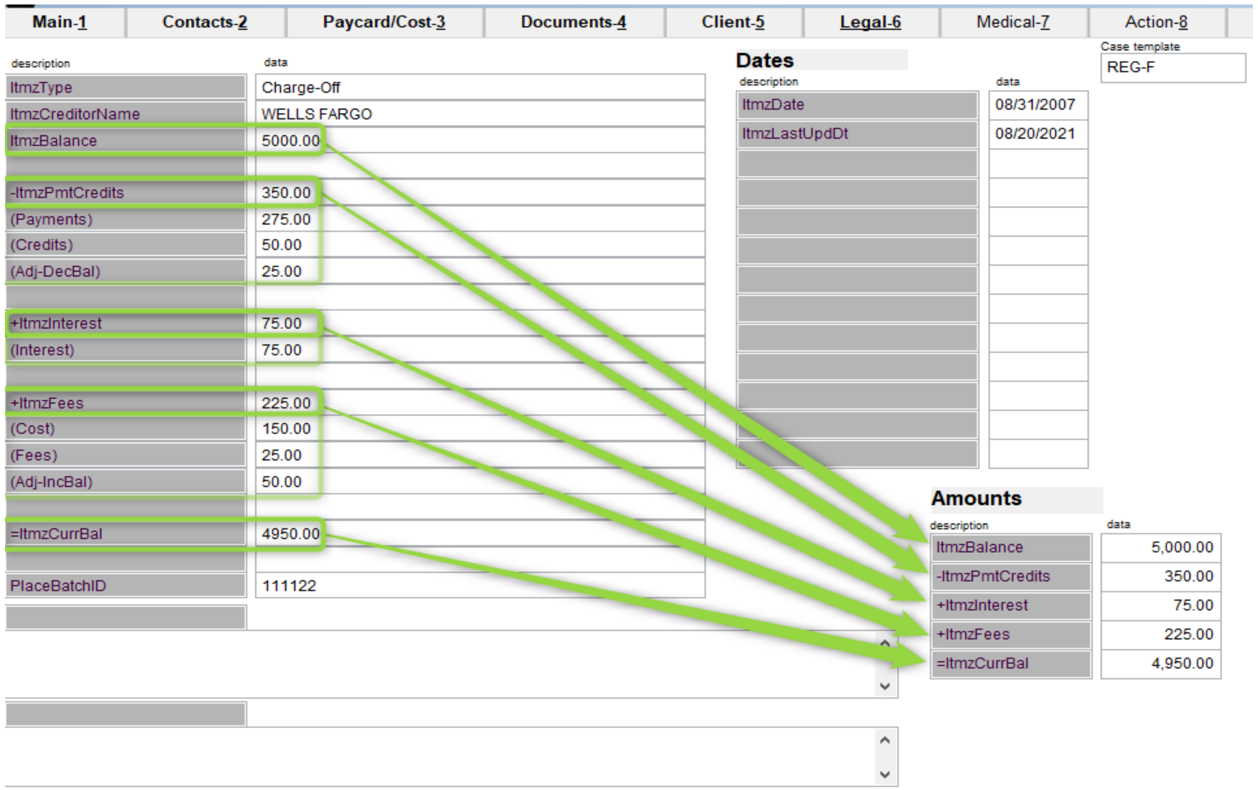


REG-F: Debt Itemization

Special Template: REG-F

The sum amount buckets are broken down into more detail within the fields on the special template *(Please see example)*.

- A field title that is enclosed within () means this is an individual bucket amount and included in the sum bucket amounts.
- The field titles for the sum amounts indicate how the amounts affect the Current Itemization balance ('-' decreases the balance, '+' increases the balance).



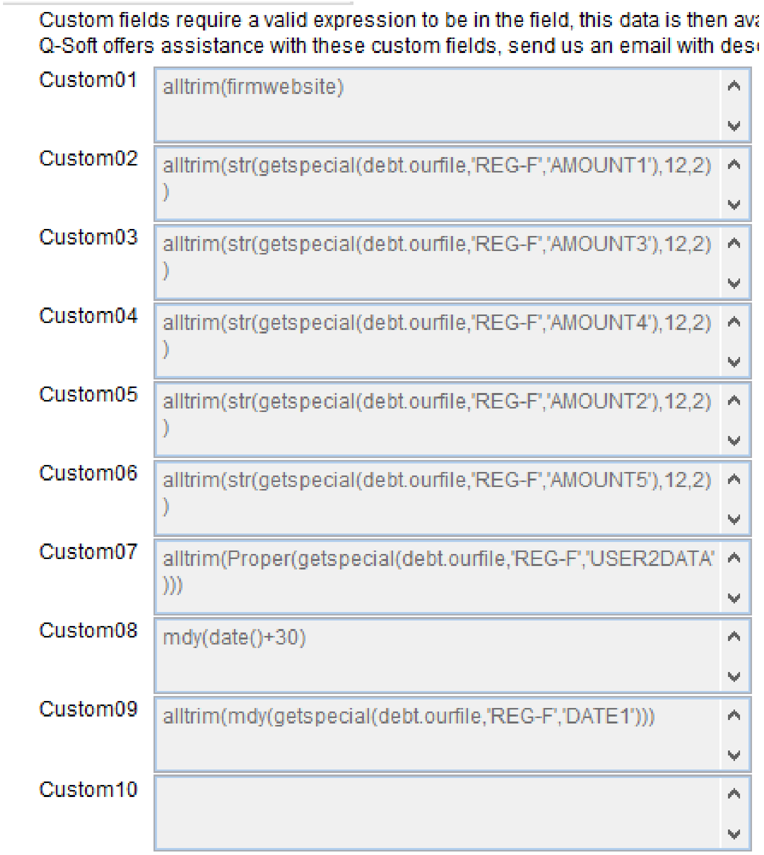
REG-F: Debt Itemization

Word Merge

Vertican has created a default word merge document that meets the CFPB requirements.

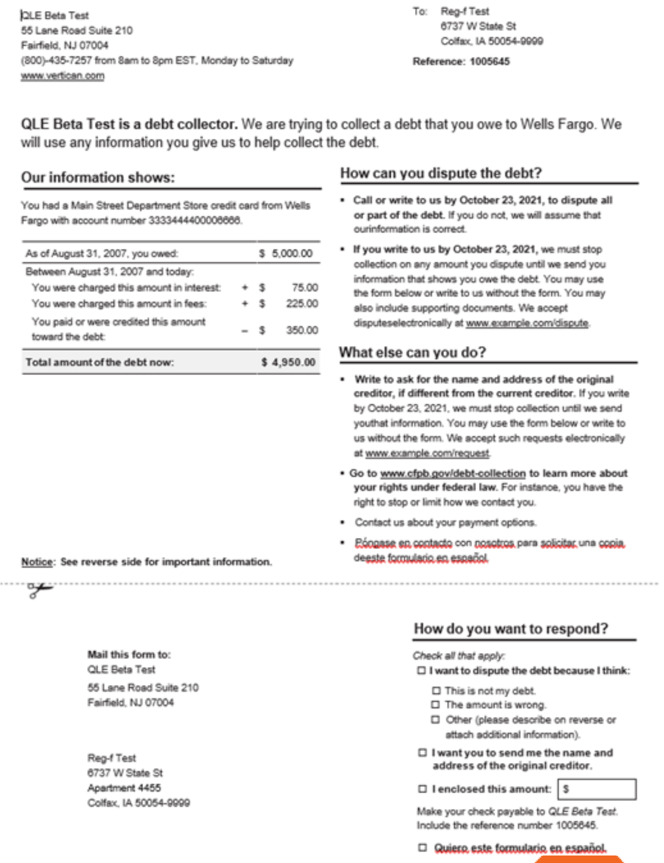
<u>**This document must be reviewed and updated prior to use; this document is NOT production ready.**</u>

Firms are responsible for configuring the word merge document within their own environment. See example of how the document can be configured in wordmerge.



Custom fields require a valid expression to be in the field, this data is then ava
Q-Soft offers assistance with these custom fields, send us an email with des

Custom01	alltrim(firmwebsite)
Custom02	alltrim(str(getspecial(debt.ourfile,'REG-F','AMOUNT1'),12,2))
Custom03	alltrim(str(getspecial(debt.ourfile,'REG-F','AMOUNT3'),12,2))
Custom04	alltrim(str(getspecial(debt.ourfile,'REG-F','AMOUNT4'),12,2))
Custom05	alltrim(str(getspecial(debt.ourfile,'REG-F','AMOUNT2'),12,2))
Custom06	alltrim(str(getspecial(debt.ourfile,'REG-F','AMOUNT5'),12,2))
Custom07	alltrim(Proper(getspecial(debt.ourfile,'REG-F','USER2DATA')))
Custom08	mdy(date()+30)
Custom09	alltrim(mdy(getspecial(debt.ourfile,'REG-F','DATE1')))
Custom10	



QLE Beta Test
55 Lane Road Suite 210
Fairfield, NJ 07004
(800)-435-7257 from 8am to 8pm EST, Monday to Saturday
www.vertican.com

To: Reg-f Test
6737 W State St
Colfax, IA 50054-9999

Reference: 1005645

QLE Beta Test is a debt collector. We are trying to collect a debt that you owe to Wells Fargo. We will use any information you give us to help collect the debt.

Our information shows:

You had a Main Street Department Store credit card from Wells Fargo with account number 3333444400006666.

As of August 31, 2007, you owed:		$	5,000.00
Between August 31, 2007 and today:			
You were charged this amount in interest:	+	$	75.00
You were charged this amount in fees:	+	$	225.00
You paid or were credited this amount toward the debt:	–	$	350.00
Total amount of the debt now:		**$**	**4,950.00**

How can you dispute the debt?

- **Call or write to us by October 23, 2021, to dispute all or part of the debt.** If you do not, we will assume that ourinformation is correct.
- **If you write to us by October 23, 2021,** we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may use the form below or write to us without the form. You may also include supporting documents. We accept disputeselectronically at www.example.com/dispute.

What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by October 23, 2021, we must stop collection until we send youthat information. You may use the form below or write to us without the form. We accept such requests electronically at www.example.com/request.
- **Go to www.cfpb.gov/debt-collection to learn more about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- Contact us about your payment options.
- Póngase en contacto con nosotros para solicitar una copia deeste formulario en español.

Notice: See reverse side for important information.

Mail this form to:
QLE Beta Test
55 Lane Road Suite 210
Fairfield, NJ 07004

Reg-f Test
6737 W State St
Apartment 4455
Colfax, IA 50054-9999

How do you want to respond?

Check all that apply:

- ☐ **I want to dispute the debt because I think:**
  - ☐ This is not my debt.
  - ☐ The amount is wrong.
  - ☐ Other (please describe on reverse or attach additional information).
- ☐ **I want you to send me the name and address of the original creditor.**
- ☐ **I enclosed this amount:** $

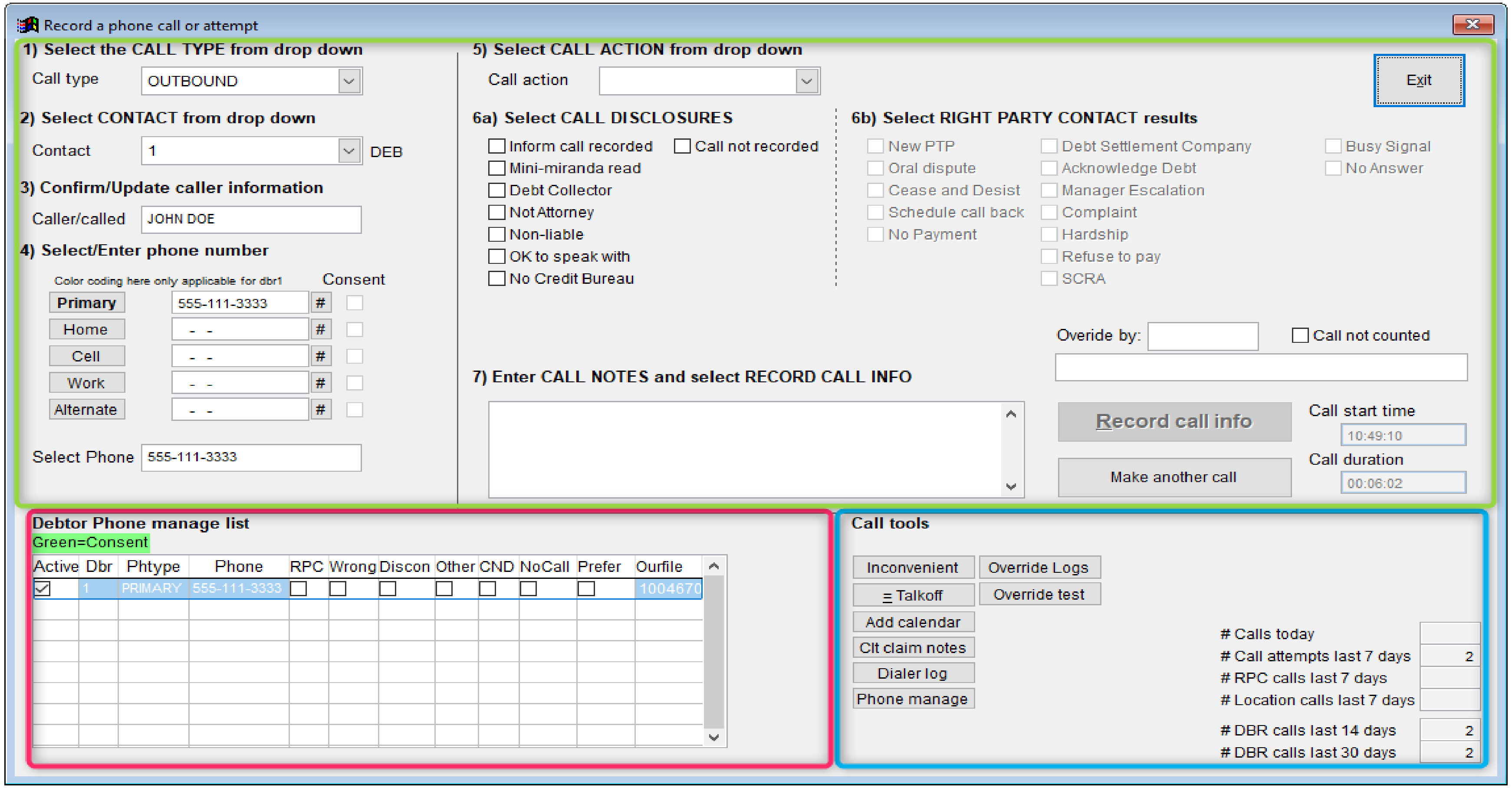
Make your check payable to *QLE Beta Test*. Include the reference number 1005645.

☐ Quiero este formulario en español.

7-7: Updated Call Screen

The call screen is now divided into 3 main sections

1. The call information (Green Box)
   - User select/enter important call information.
   - Information is stored in the PHONDIAL table when call is recorded
2. Debtor Phone manager list (Pink Box)
   - DPHONE records for all DEB contacts on an account.
3. Miscellaneous Call Tools (Blue Box)
   - Inconvenient call screen
   - Override Logs



7-7: Call Information

How to work the screen

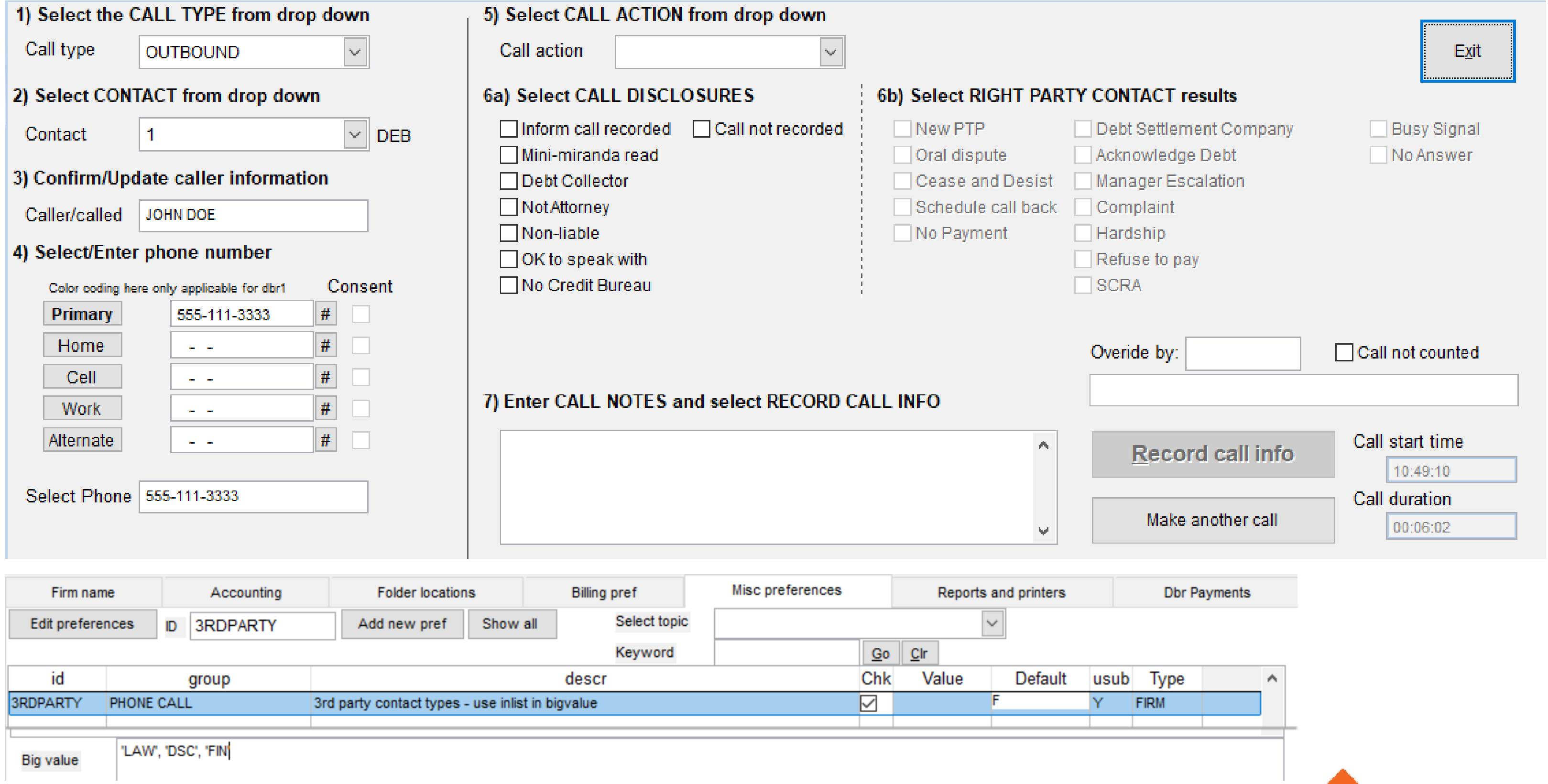
1. Select the CALL TYPE from the drop down.
2. Select the CONTACT from the drop down.
3. Confirm/Update caller information
4. Select/Enter phone number
5. Select CALL ACTION from drop down

6a. Select CALL DISCLOSURES

6b. Select RIGHT PARTY CONTACT results

7. Enter CALL NOTES and select RECORD CALL INFO

Selecting [Make another call] will clear values on the screen for a new call record.



7-7: Call Counts

What calls count towards 7-7?

WHAT COUNTS TOWARDS 7-7?									
	PRIMARY CONTACTS		AUTHORIZED 3RD PARTY CONTACTS[1]			UNAUTHORIZED 3RD PARTY CONTACTS[2]			
	DEB1	DEB2	LAW	DSC	CRE	POE	GAR	FIN	REF
DIALER	YES	YES	NO	NO	NO	YES	YES	YES	YES
INBOUND	YES	YES	NO	NO	NO	YES	YES	YES	YES
OUTBOUND	YES	YES	NO	NO	NO	YES	YES	YES	YES
3RD PARTY	YES[3]	YES[3]	NO	NO	NO	YES	YES	YES	YES
LOCATION	YES	YES	NO	NO	NO	YES	YES	YES	YES

[1] AUTHORIZED 3RD PARTY CONTACTS are distinguished in the firm pref: 3RDPARTY

[2] UNAUTHORIZED 3RD PARTY CONTACTS are any non-DEB contacts not configured in the firm pref: 3RDPARTY
Consumer must provide prior authorization for UNAUTHORIZED 3RD PARTY CONTACTS.

[3] A DEB contact should not be selected when call type = '3RD PARTY', but if selected, the call will count towards the 7-7.

The following do **NOT** count towards 7-7:

- Wrong number dial
- Number not in service
- Line busy

7-7: Call Counts (cont.)

Companionated Accounts

2 New Firm Preferences:

- **COMPCALL** – When active, calls will be recorded across all linked companionated accounts.
- Call must be made from the primary accounts.
  - If the call is recorded from a linked account, a phondial record will only create for that account.
- Phondial.linkfile will be blank on the primary account record in phondial.
  - Phondial.linkfile will be populated with the primary account number for all linked account records.

	ourfile	linkfile	OURFILE	NDATE	TIME	DURATION
1	1004670		1004670	2021-10-22	1508	00:00:12
2	1004671	1004670	1004671	2021-10-22	1508	00:00:12
3	1004672	1004670	1004672	2021-10-22	1508	00:00:12
4	1004673	1004670	1004673	2021-10-22	1508	00:00:12
5	1004675	1004670	1004675	2021-10-22	1508	00:00:12

- **COMPCOUNT** – When active, all calls on any linked companionated accounts will count towards the 7-7 amounts for the account.
  - Calls will be counted regardless if the consumer mentions any additional accounts.

7-7: Call Counts (cont.)

Related Accounts

2 New Firm Preferences:

- **RELCALL** – When active, calls will be recorded across all linked related accounts.
- Call must be made from the primary accounts
  - If the call is recorded from a linked account, a phondial record will only create for that account.
- Phondial.linkfile will be blank on the primary account record in phondial.
  - Phondial.linkfile will be populated with the primary account number for all linked account records

	ourfile	linkfile	OURFILE	NDATE	TIME	DURATION
1	10032		10032	2021-10-22	1512	00:00:32
2	2163	10032	2163	2021-10-22	1512	00:00:32
3	7815	10032	7815	2021-10-22	1512	00:00:32

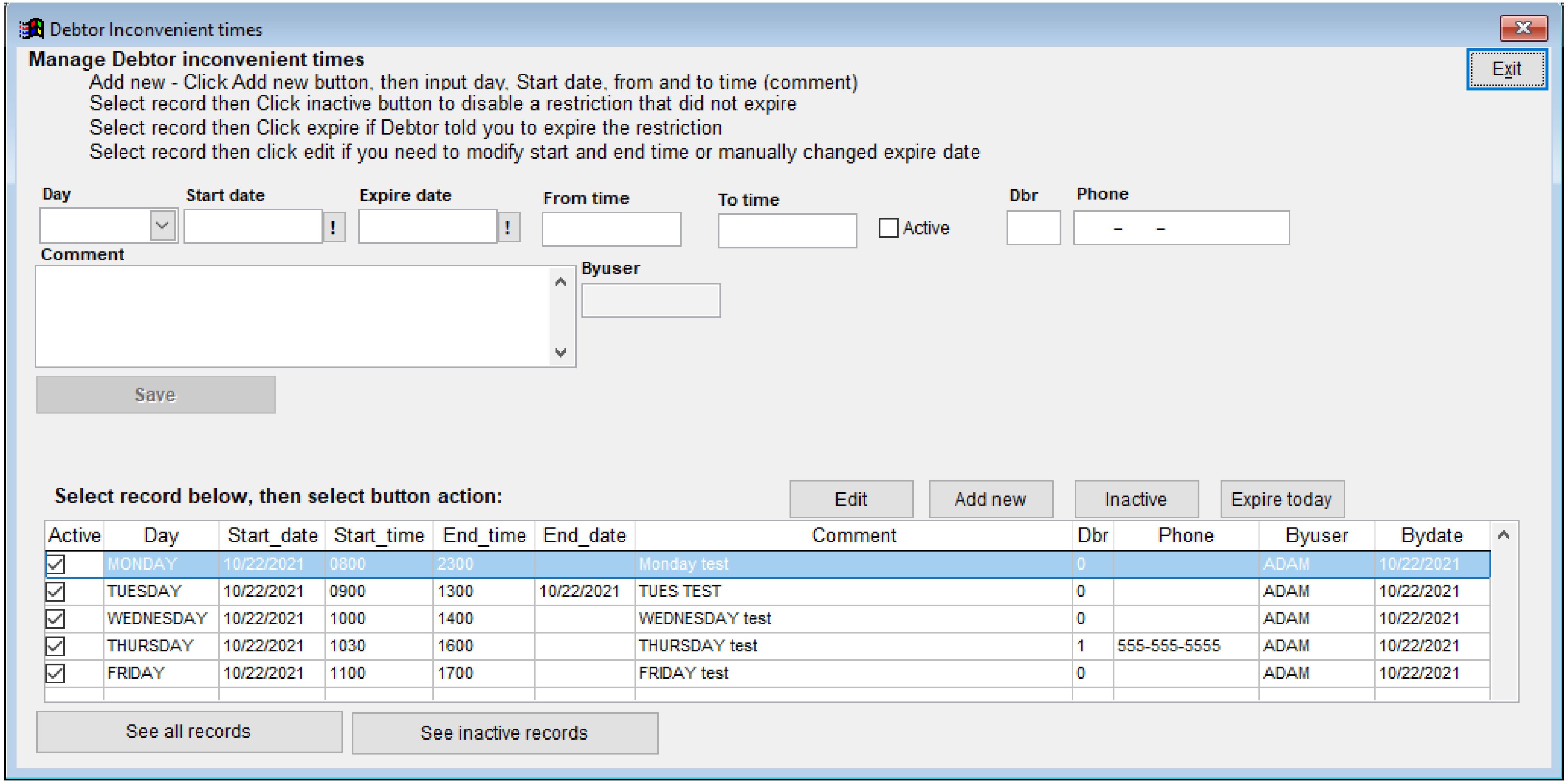
- **RELCOUNT** – When active, all calls on any linked related accounts will count towards the 7-7 amounts for the borrower.
  - Calls will be counted regardless if the consumer mentions any additional accounts.

7-7: Inconvenient Times

- New remote table: INCONV stores all inconvenient time information.
- Inconvenient times can be set from within the call screen or via the misc menu within an account.
- Inconvenient times are account wide.
- If attempting to call a borrower during an inconvenient time, the user will receive a warning that they cannot make the call (without manager override).
- vExchange *(In Development – Planned Release: 2022)*
  - Inconvenient times will be communicated via the 1103 (incoming) record and 2103 (outgoing) record.

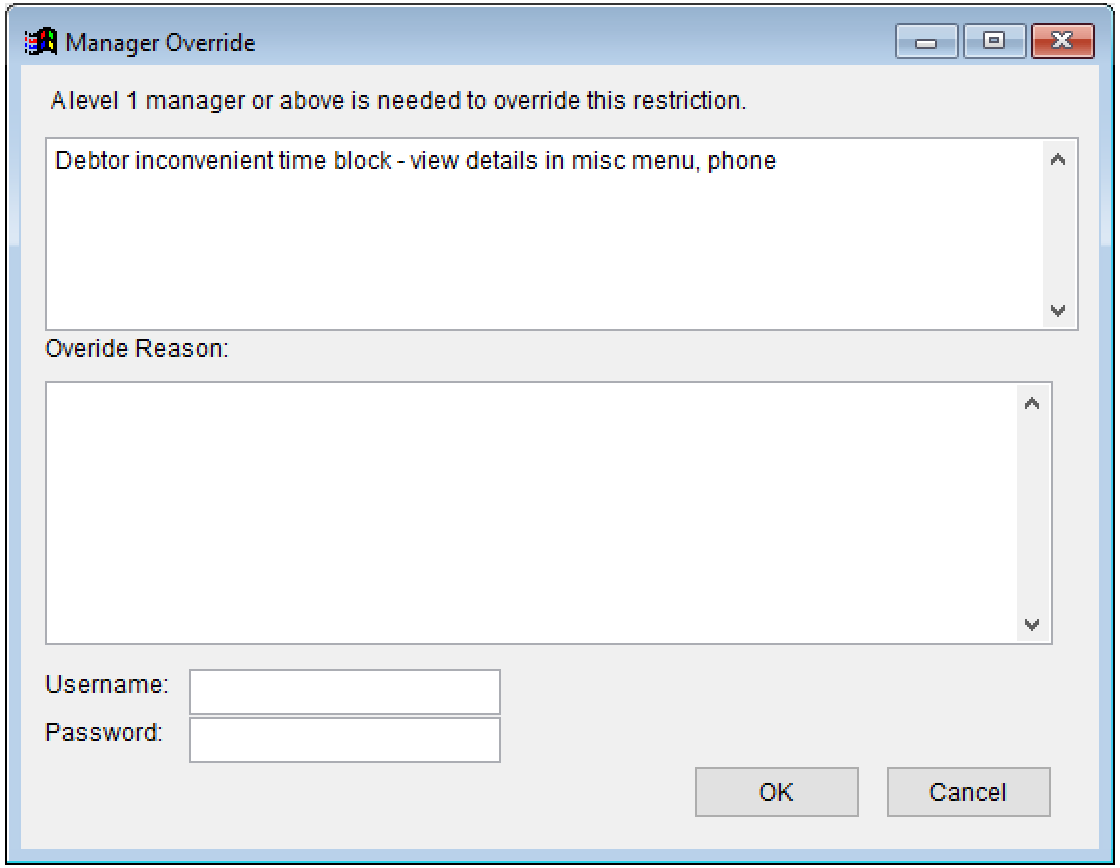
7-7: Inconvenient Times

Inconvenient Time Screen



7-7: Manager Override

- Manager override provides users/firms the ability to access the call screen/make calls on accounts where restrictions might be in place.
- The top field will display the reason for the restriction.
    - The following alerts on an account will require Manager override regardless of phone call count.
        - Bankruptcy
        - Debtor Attorney
        - Cease & Desist
        - No Verbal Contact
- An override reason is always required.
- To proceed, a user must enter their Q-Law username and password (the same used to login). If the user has the required security level, they will be allowed to proceed.



7-7: Call Screen Misc. Info.

SECURITY LEVELS

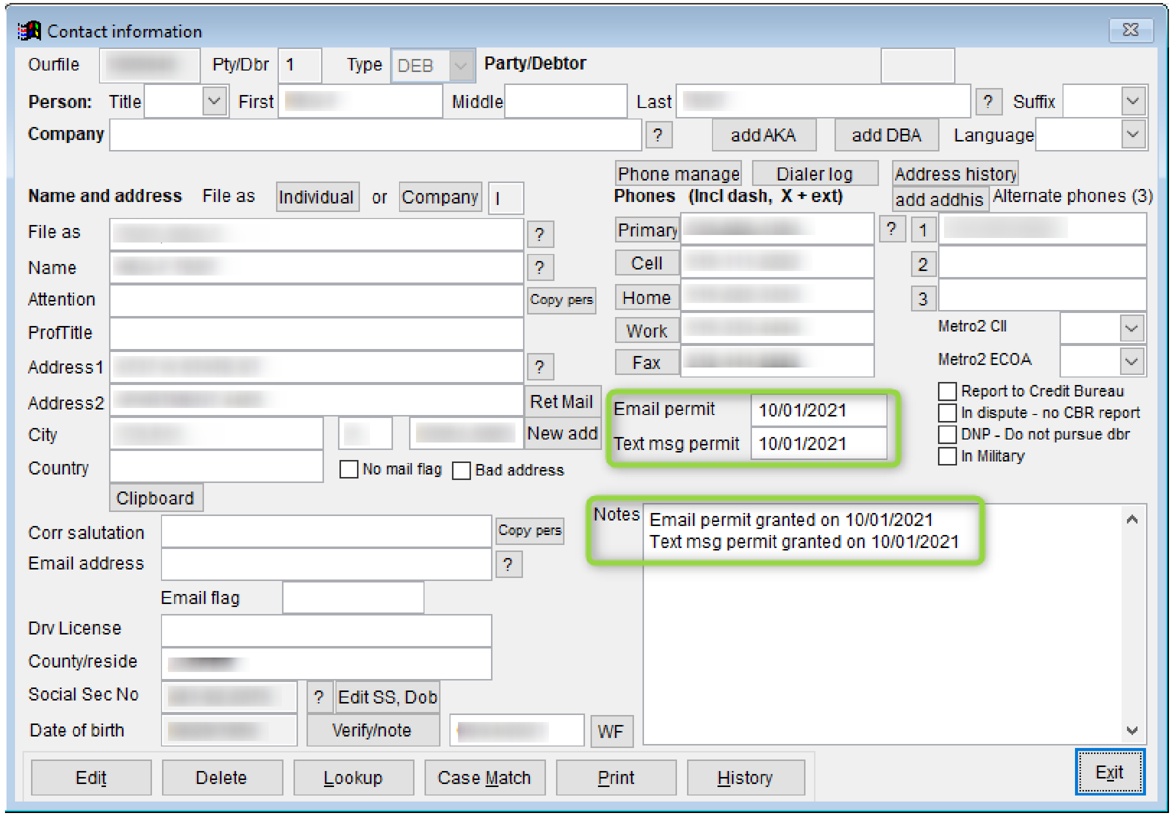
- **WS_MAIN.CALL**: Limits the ability of users to access the call screen.

DDAS: Can be used to further restrict access to the call screen or recording call information.

- **DDASYESNO.WS_CALL**: Restrict access to outbound call button in the work screen.
- **SYSTEM.WS_CALL**: Trigger DDAS rule when access is granted to the call screen.

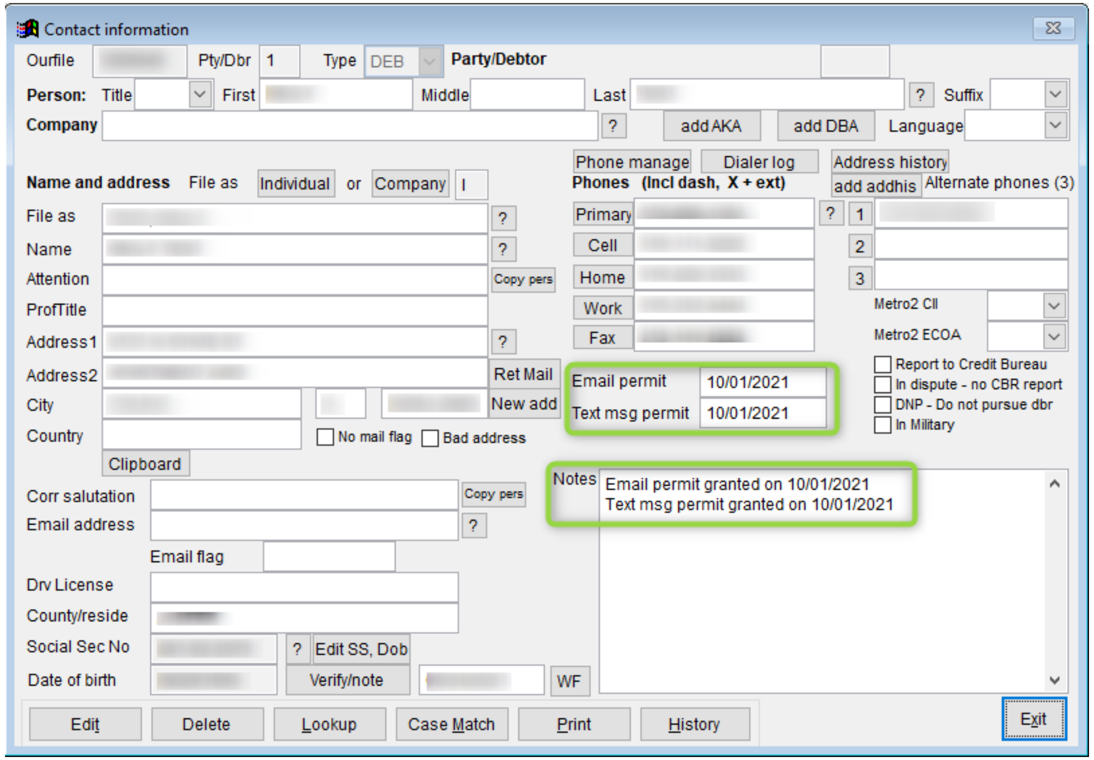
7-7: Email Consent

- Email consent can be managed in the contact form debtor number 1-9.
- A 'Email permit' (dname.date1) date field exists where a user can enter the date that consent was received from the consumer.
- In the notes screen the consent conversation can be noted as well.
- To remove consent, clear the date in the 'Email permit' field and note the conversation in notes.
- If integrating with an email message vendor, make sure that the check for DBR, this dname.date1 is not empty/null.
- Please note that change tracking will record the user, date, and time that the dname.date1 was changed (viewed in the workscreen, misc menu, g-Change log).
- Please note that upon import if a DDAS rule is set, this field can be set to placement/import date (Date()) if all claims for a creditor are automatically consented. This may require paid consultation.



7-7: Text Consent

- A ‘Text msg permit’ date field (dname.date2) exists where a user can enter the date that consent was received from the consumer.
- Consent conversation can be noted in notes field.
- To remove consent, clear the date in the ‘text msg permit’ field and note the conversation in notes.
- If you will be integrating with a text message vendor, make sure that the check for DBR, this dname.date2 is not empty/null.
- Please note that change tracking will record the user, date, and time that the dname.date2 was changed (viewed in the workscreen, misc menu, g-Change log)
- Please note that upon import if a DDAS rule is set, this field can be set to placement/import date (Date()) if all claims for a creditor are automatically consented. This may require paid consultation.



- Please note that an active cell/mobile phone number may be required, and you may use the option to consent to call that number or DO NOT call. You may want to consider how those flags should be used in your vendor export criteria, the dphone manager contains fields for consent approval and no calls.

Critical Notification: YGC *New* Pcodes for Debt Itemization in Initial Demand Letter

- In preparation for Regulation F, on Wednesday October 3, Vertican sent out an email detailing seven new Pcodes added to YGC which transmit the information needed for debt itemization in the initial demand letter

- https://vertican.tech/ygc-pcodes-for-debt-itemization-in-initial-demand-letter/