

# Debt Collection | Questionnaire

Merchant Name: \_\_\_\_\_ ISO ID#: \_\_\_\_\_

## Licensing

- Provide a copy of Third-party Collection Licensing all applicable states.  
State(s) currently licensed: \_\_\_\_\_  
License number: \_\_\_\_\_
- Explain the Policies, Procedures and Operations for accepting/buying third-party collections.
  
- Provide merchant's most recent regulatory audit.

## General Questions

1. What controls are in place to ensure merchant only processes transactions in states where merchant is licensed?
  
2. What is the primary source of your business? (Check all that apply)  
 Purchase of third party uncollected consumer debt  
 Non-Purchased third-party accounts receivable
  
3. Is "debt buying" listed on your website under Services?  
 Yes  
 No
  
4. What business types does merchant collect consumer debt for? (Check all that apply)  
 Credit Card  
 Medical Debt  
 Loans - *Provide Type:*  Student Loan  Payday  Consolidation  Other \_\_\_\_\_  
 Auto-deficiency  
 Home Equity Lines of Credit (HELOC)  
 Business Line of Credit
  
5. Percentage of merchant collection of debt originating from consumer loans? \_\_\_\_\_%
  
6. Loan Type? (Check all that apply)  
 Online  
 Face-to-face  
 Cashed Check  
 Other (explain below)

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7. Explain policy, procedure and filtering method used to prohibit collection of loans in states where loans are not allowed by law.
  
8. Minimum age of receivables within collection process (3 month/6 month/ 1 year etc): \_\_\_\_\_
9. Maximum age of receivables within collection process (3 month/6 month/ 1 year etc.): \_\_\_\_\_
  
10. Are collections completed for debt out of statute of limitations?  
 Yes  
 No

## Consumer Initiated Debits and/or Credits

- Provide proof of authorization example that will be retrieved upon bank request.
- Provide screen shot demonstration if consumer authorization process completed via internet, web or online.
- Provide script of authorization process if consumer authorization process completed via the phone.
- Explain customer identity validation method ( i.e., identity validation software, driver's license, state issued ID, passport, etc.)