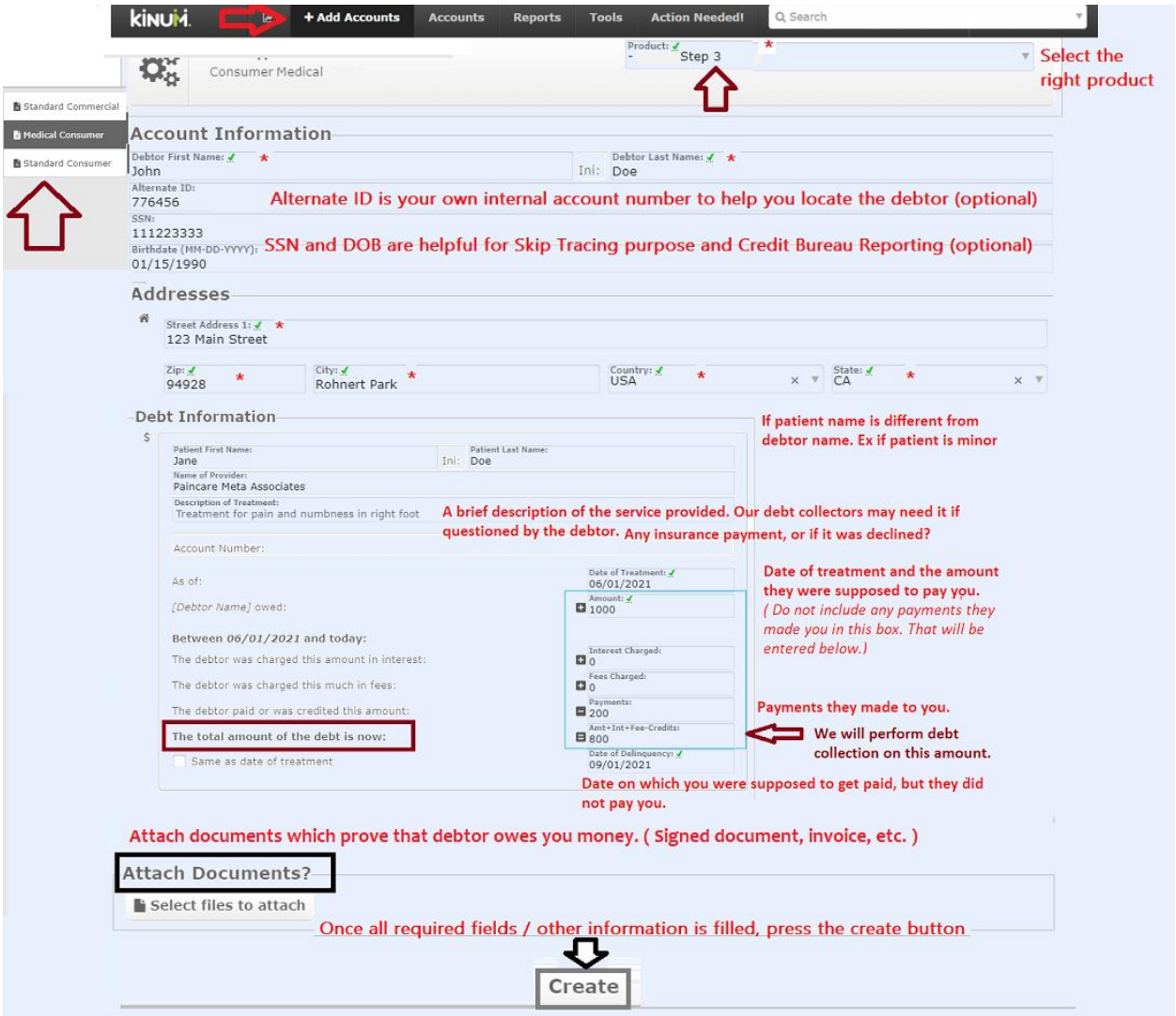
A Simple Client Portal Tutorial – Step 3 Contingency Collections – (Medical)

Kinum's secure client portal is located at: https://kinum.lariatcentral.net/login
Login credentials are provided by your representative after your account setup is complete.

Submit New Account:

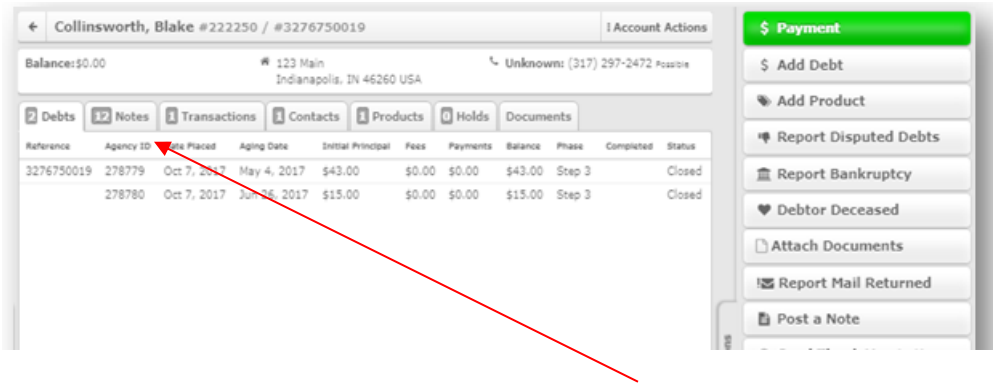
Debt Authenticity Proof: *You should have documents to prove the authenticity of debt like invoice/signed-contract. Either provide these documents now (**recommended**), or later when requested by Kinum.*

Click on **+Add Accounts** on the black tool bar. For regular consumer debt select **Medical Consumer**- on left hand side. (*For B2B-Business debt select "Standard Commercial"*). Select product as **Step 3**. Fields marked with a "*" are mandatory. All other items are optional, but recommended. Put **Debtor Name**, **Phone**, **Address**, **Amount Due**, **Payments received**, **Date of Service**, a brief **Description of debt** and **Attach relevant documents**. Do **not** add any collection agency fees. **SSN** and **Date of Birth** are optional fields, but they are very useful in collections, give us if you have them. Finally, click the "**Create**" button.

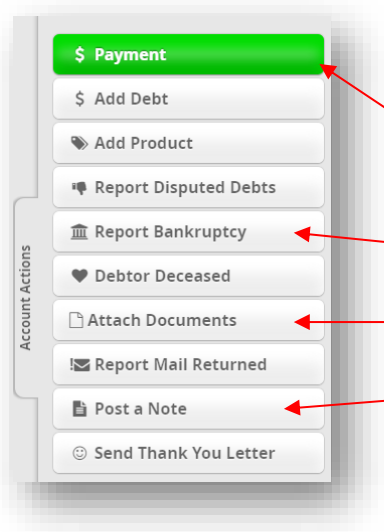


Reporting Payments or Adding Notes for an account

The easiest way to View, Update or Report Payments on accounts is to use the **Search** feature on the black toolbar. Simply enter the account # or debtor first name and the account will appear. Click on it.



The details of the account will appear. You can click "**Notes**" to see the activity on the account, or choose and action item from the **Account Actions menu** (located on the right-hand side).



From the Account Action menu you will have the following options; however the ones you will primarily use include…

Report a **Payment**

Report a **Bankruptcy**

Attach Documents (if additional docs are needed)

Post a Note if you need to inform us of any change or updated info of this account.

Once an account is assigned to Kinum, if a debtor contacts you directly, they should be referred back to Kinum at **1-888-281-1750**, even they agree to make payments. However, if you still receive a payment directly from the debtor then inform us promptly, use the green "**Payment**" button. Otherwise, our demands to the debtor will continue. To inform us about anything else regarding an account (like Disputes, Bankruptcy, Contacts made by debtor with you, etc.) use the "**Post a note**" button mentioned above. Accounts that are in submitted for Step 3 Contingency service cannot be self-stopped by you as Kinum controls the process. However, you must keep us informed about all updates regarding these accounts, and we will take the appropriate action. Kinum is legally entitled to their share of all payments received when the account is in Step 3 contingency collections, even if the debtor pays you directly**.**