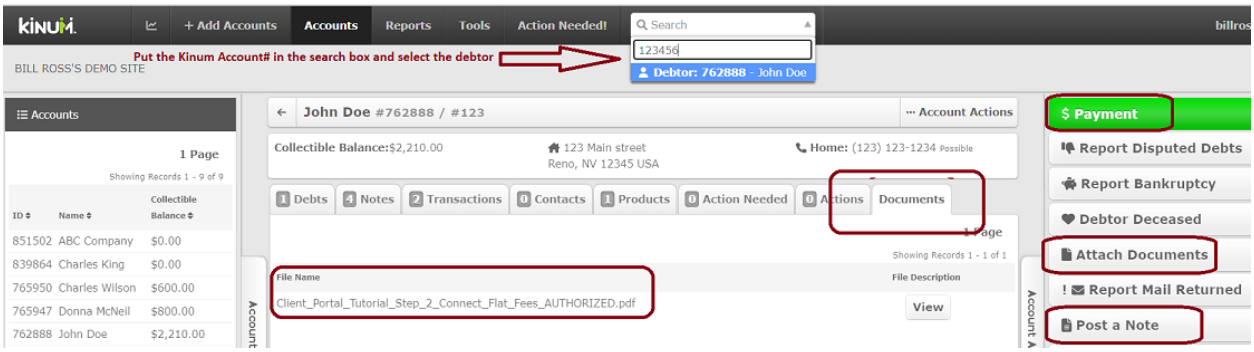
How to Upload Debt Verification Documents & Confirm Account Balance?

Kinum's collection activity must be put on hold if a debtor disputes the debt or requests verification of balance, or if the debtor tells us that direct payments have been made to you. Please follow these steps so we can resume the collection process.

Step 1: Locate the debtor's account on the portal and provide us the documents

For security reasons **Kinum usually does not mention the debtor-name in the email**, instead we send you the debtor's "**Kinum Account Number**" to help you locate the appropriate debtor on the portal.

Put that "**Kinum Account number**" in the Search box located on the black toolbar on your client portal, select the debtor. Upload documents for that account using the "**Attach Documents**" button. A pop-up will appear, drop the relevant files from your computer in it and press the "**Finish**" button. If you had previously uploaded any documents, please review them as well.



All uploaded documents are located under the "**Documents**" tab as shown above. *Debt verification documents include signed contracts, scans of ID, itemized statements, and invoices as well as any other documentation to support the identity and current balance for the account. Please also check for any Notes or Documents that may have been recently attached to the account.*

Verify the Name: If the name on the account is incorrect, click "**Post a Note**" and provide the update.

Step 2: Confirm the balance / report payments made directly to you.

- Have received payments from the debtor directly use the **$ Payment** button to report them.
- If the balance is **incorrect**, kindly let us know why the balance has changed. For this use "**Post a Note**" button (a pop-up will appear, type your notes there, and press the **Create** button).
- If the balance mentioned on the portal is **correct**, use the **Post a Note** button & type "**CURRENT BALANCE IS CORRECT**" (press "Create" to save notes), so we can resume the collection process.

Our client services team will be notified of any payments, notes or documents posted to the account in the portal. For any questions contact your **Sales Rep,** or Central Client Support# (888) 471-0280 x 4

Note: *Disputed accounts in **STEP 2** Fixed fee service do resume unless they are moved to **STEP 3** Contingency Service. To resume STEP 2 disputes type note "**Balance Confirmed- Move to Step 3**"*