✅ ChecklistGuro

Debt Collection Case Management Checklist Template

Initial Assessment & Intake

Tasks related to the initial contact with the debtor and gathering essential information.

Debtor's Name

Write something...

Debtor's Contact Information (Phone, Email, Address)

Write something...

Account Number

Enter a number...

Date of Initial Contact

Enter date...

Method of Initial Contact (Phone, Email, Letter)

☐ Phone

☐ Email

☐ Letter

Summary of Initial Discussion

Write something...

Account Verification & Validation

Steps to verify the debt's legitimacy and accuracy.

Account Number

Enter a number...

Original Creditor Name

Write something...

Date of Original Debt

Enter date...

Debt Type

☐ Credit Card

☐ Loan

☐ Medical

☐ Other

Description of Goods/Services

Write something...

Original Debt Amount

Enter a number...

Supporting Documentation (Contract, Invoice)

⬆ Upload File

Validation Status

☐ Pending

☐ Validated

☐ Requires Further Review

Communication & Negotiation

Activities involving contacting the debtor and attempting to negotiate a payment plan.

First Contact Date

Enter date...

Communication Method (e.g., Phone, Email, Letter)

Write something...

Number of Calls/Emails Sent

Enter a number...

Summary of Initial Conversation/Correspondence

Write something...

Debtor Response (e.g., Cooperative, Unresponsive, Disputing)

- [ ] Cooperative
- [ ] Unresponsive
- [ ] Disputing
- [ ] Other

Negotiation Details (Payment Plan, Settlement Offer)

Write something...

Negotiation Outcome

☐ Agreement Reached

☐ Further Negotiation Needed

☐ Agreement Rejected

Next Communication Date (if applicable)

Enter date...

Legal Review & Compliance

Tasks related to ensuring adherence to relevant laws and regulations regarding debt collection practices.

Date of Initial Legal Review

Enter date...

Applicable State Law Compliance

☐ Verified Compliant

☐ Requires Review

☐ Non-Compliant

Federal Regulations Applied

☐ Fair Debt Collection Practices Act (FDCPA)

☐ Servicemembers Civil Relief Act (SCRA)

☐ Telephone Consumer Protection Act (TCPA)

☐ Other (Specify)

Summary of Legal Review Findings

Write something...

Supporting Legal Documentation

⬆ Upload File

Review Status

☐ Completed
☐ Pending

Payment Plan Management

Monitoring and managing payment arrangements with the debtor.

Payment Plan Start Date

Enter date...

Monthly Payment Amount

Enter a number...

Next Payment Due Date

Enter date...

Principal Balance Remaining

Enter a number...

Payment Plan Status

☐ Active

☐ Paused

☐ Completed

☐ Defaulted

Last Payment Received Date

Enter date...

Total Amount Paid to Date

Enter a number...

Collection Actions & Escalation

Steps taken when payment is not received, including potential legal action.

Date of First Demand Letter Sent

Enter date...

Demand Letter Method

☐ Certified Mail

☐ Regular Mail

☐ Email

Date of Second Demand Letter Sent

Enter date...

Second Demand Letter Method

☐ Certified Mail

☐ Regular Mail

☐ Email

Number of Missed Payments Following Demand Letters

Enter a number...

Legal Action Initiated?

☐ Yes

☐ No

Date Legal Action Commenced (If Applicable)

Enter date...

Notes Regarding Escalation Actions & Results

Write something...

Documentation & Record Keeping

Maintaining accurate and complete records of all interactions and actions.

Initial Contact Notes

Write something...

Date of First Communication

Enter date...

Time of First Communication

Enter time...

Summary of Negotiation Discussions

Write something...

Supporting Documentation (e.g., Contracts, Statements)

⬆ Upload File

Payment Amount Received (if any)

Enter a number...

Date Payment Received (if any)

Enter date...

Communication Method

☐ Phone

☐ Email

☐ Mail

☐ In Person

Account Resolution & Closure

Final steps to resolve the debt and close the case.

Debt Resolution Date

Enter date...

Final Payment Amount Received

Enter a number...

Resolution Notes (Brief Summary)

Write something...

Resolution Type

☐ Full Payment

☐ Settlement

☐ Bankruptcy

☐ Statute of Limitations Expired

☐ Other

Collector Signature

Case Closure Code

Write something...

Reporting & Analysis

Generating reports and analyzing data to improve collection efficiency.

Total Debt Collected (USD)

Enter a number...

Average Time to Resolution (Days)

Enter a number...

Collection Rate (%)

Enter a number...

Number of Accounts Resolved

Enter a number...

Collection Strategy Effectiveness

- ☐ Highly Effective
- ☐ Moderately Effective
- ☐ Slightly Effective
- ☐ Not Effective

Report Generation Date

Enter date...

Summary of Key Findings and Trends

Write something...