

Collection Communications Log

Client Name: _____
 Client Home Phone #: _____

Original date gave LD&B Contact Info: _____
 Client Cell Phone # (s): _____

INSTRUCTIONS:

1. **PLEASE IMMEDIATELY WRITE DOWN EVERY COMMUNICATION** you have with any creditor/debt collector, whether by letter, phone or voicemail.
2. **KEEP THIS LOG NEXT TO YOUR PHONE** and take detailed notes of any conversations you have. See #1 below for an example.
3. **SAVE EVERY** voicemail, message, collection letter, e-mail and/or text message.
4. **DON'T THROW ANYTHING AWAY**, including the envelopes that the collection letters come in or anything included with the collection letter.
5. **PLEASE SEE** the back of this log for the script to read to creditors/collectors and a list of common violations.
6. It is very important that you notify each creditor/collector that we represent you. **PLEASE FOLLOW THE SCRIPT ON THE BACK.**
7. **IT IS VERY IMPORTANT TO NOTE WHICH CALLS ARE AUTO-DIALED OR INCLUDE A PRE-RECORDED MESSAGE.** Look for the following:
 - a. Any voice that is a machine which asks you to please hold while you are transferred to a live person;
 - b. Any voicemail messages which are pre-recorded and repeated over multiple messages;
 - c. A delay of a few seconds once you answer the call before a live person picks up the other end; and
 - d. A recognizable pattern of calls, such as calls every day at exactly the same time;

Date of Call? (MM/DD/YY)	Time of Call? (00:00 pm)	Telephone Number Calling From?	Caller's Name and Company?	Call to your cell phone?	Auto- Dial? (see #7 above)	<u>DETAILS OF THE CALL:</u>
						What Did Collector Say? Did They Say They Were a Debt Collector? Any Threats? Profanity? Harassment? Threaten Legal Action? Calls to Friends, Neighbors, or Other Family Members? (Use as many lines or pages as needed)
1. 6/12/13	9:34 am	800-669-0102	Nancy from Bank of America	Yes	Yes	I received an auto-dialed call to my cell phone from BOA trying to collect on my mortgage. I read her the script on the back; however, Nancy said that the collection calls would continue until I gave her a bankruptcy case number.
2.						
3.						
4.						
5.						
6.						
7.						
8.						

Dear Leavengood, Dauval & Boyle Client:

It is your responsibility to let your creditors and debt collectors know that you have retained Leavengood, Dauval & Boyle, P.A. to represent you.

When you speak with the creditor/collector, please follow the script below in order to let them know that you are represented by an attorney. ***Once you advise them that you are represented, they are no longer permitted to contact you with regard to the debt.*** This means no phone calls, emails, text messages, bills, letters, or statements. If you are contacted further after reading the below, please contact our Creditor Harassment department immediately, **as you may be entitled to up to \$1,000.** Please read the following to any creditor/debt collector that calls you:

I have retained the law firm of Leavengood, Dauval & Boyle, PA to represent me with regard to my debts generally, including the debt you are attempting to collect. My attorney's name is _____. He can be reached at 727-327-3328 or via U.S. Mail at 3900 First Street North, Suite 100, St. Petersburg, FL 33703. All further questions, settlement offers, inquiries, and communications should be directed to my attorney. PLEASE STOP COMMUNICATING WITH ME.

PLEASE NOW WRITE DOWN THE INITIAL CALL ON THE COLLECTION COMMUNICATIONS LOG (“COMM LOG”). PLEASE BE AS COMPLETE AND THOROUGH AS POSSIBLE. ALL SUBSEQUENT CALLS SHOULD ALSO BE LOGGED.

Below is a list of collection tactics that may be unlawful and that may violate your rights as a consumer. If your creditor(s) or debt collector(s) have engaged in any of the conduct listed below, please log the call information on the Comm Log and contact our Creditor Harassment department immediately, **as you may be entitled to up to \$1,000.** Types of unlawful conduct:

Calls before 8am or after 9pm

Threats of arrest, force, violence, etc.

Offensive, rude, or insulting language

Caller refused to ID self or employer

Calls to your employer, boss, or co-workers

Calls at work when such calls are prohibited

Calls to friends, family, neighbors, etc.

Threats to sue you but since have not

Pretending to be a lawyer, police officer, etc.

Said “will keep calling until there is a Bankruptcy case number

Didn't identity self as a debt collector (only if a 3rd-party collector)

Attempting to collect a debt that you don't owe

Thank you for giving us the opportunity to serve you. We will look forward to helping you on your road to a fresh start!

Best regards,

LEAVENGOOD, DAUVAL & BOYLE, P.A.

Consumer Law Department

P: (727) 362-4922 F: (888) 979-8277 E-mail: representation@leavenlaw.com

ATTORNEY CLIENT PRIVILEGED / ATTORNEY WORK PRODUCT

COMM LOG (TEMPLATE) 5.27.13 FINAL

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