

Collector / Agent Note Abbreviations

| | |
|--------------|---------------------------------|
| accts | Accounts |
| abt | about |
| adv | advised |
| ah | account history |
| am | answering machine |
| ans | answer |
| app | application |
| ARAN | account rep note added |
| atty / ATY | attorney |
| bal | balance |
| bif / BIF | balance in full |
| bil / mil | brother in law / mother in law |
| bk / banko | bankruptcy |
| blckd | blocked |
| bsy | busy |
| btw | back to work |
| cb/cmb | call me back |
| CB | call back |
| cbr | credit bureau report |
| cc | credit card |
| cci | call came in |
| cid | caller id |
| clnt / clt | client |
| ck | check |
| co / cltns | charge off / collections |
| coc | copy of contract |
| COND / CONDO | offered condolences |
| cs | client service |
| csr | client service rep |
| cu | credit union |
| cur | CU Recovery |
| D | decedent |
| db | debtor history |
| def | deficiency balance |
| def bal ltr | deficiency balance letter |
| dh | debtor history |
| disc | disconnected |
| DM | DebtMaster: collection software |
| dnc | do not call |
| dncb | do not call back |
| DOD | date of death |
| dsc | debt settlement company |
| dsnt | doesn't |
| eom / eow | end of month/ end of week |
| EST | estate |
| EXEC | executor |
| f/u | follow up |
| fnd | found |
| ft | final treatment |
| fwd | forward |
| hm | home |
| hs | has |
| hu | hung up |

| | |
|-----------------|---|
| ibc / IC | inbound call |
| id / IDS | identifies / identified self |
| IDK | identified client |
| ID/RPC | identified right party contact |
| iec | I ended call |
| itr | incom tax return |
| jdi | judgment |
| k / K | client |
| lm | left message |
| lmc | left message to call |
| lmom | left message on machine |
| lm rec | left message on recoreder |
| lvm | left voice mail |
| ln | loan |
| ltr | letter |
| lit | litigation |
| mach | answering machine |
| MM | mini-miranda |
| mbr / mem | member |
| MRAN | manager rep added note |
| msg | message |
| mtg co | mortgage company |
| mth | month |
| nai | no additional information |
| n/a | not available |
| NAC | not accepting calls |
| ncml | no contact message left |
| ng | no good |
| nca | no calls allowed |
| NLD | non-liable disclosure |
| nle | no longer employed |
| nni | no new information |
| nis | not in service |
| nml | no message left |
| nos/ n/o | notice of sale / notice only |
| NTC | notice to creditors |
| OB/FA | outstanding bills/final affairs |
| ooo | out of office |
| OP | other party |
| ofw / oow | out of work |
| PER I/S | per internal source |
| ph | phone |
| pdcc | post dated check |
| pif / sif / bif | paid in full, setteled in full, balance in full |
| poe | place of employment |
| pop | proof of payment |
| poss / pos | possibility |
| PR | personal representative |
| prev | previously |
| PROB | probate |
| puhu | pick up, hang up |
| PURP | purpose of call |
| pymstr | paymaster |

Collector / Agent Note Abbreviations

| | |
|------------|-----------------------------------|
| resp | response |
| RD | recording disclosure |
| rrr | went round and round with member |
| rpa | refused payment arrangement |
| RPC | right party contact |
| rtc | right to cure |
| rtnd | returned |
| rtp | refused to pay |
| SAT/REL | satisfaction release |
| sd | said |
| sif / SET | settlement offered |
| sps / SPS | spouse |
| sz | says |
| sec agrmnt | security agreement |
| t | telephoned |
| tel res | telephoned residence |
| tel res nc | telephoned residence no contact |
| THDI | telephone home disconnected |
| THRP | telephone home responsible party |
| TONA | telephone other no answer |
| TORP | telephone other responsible party |
| TOTA | telephone other talk to attorney |
| TOWN | telephone other wrong number |
| tt / TT | talked to |
| ttm | talked to member |
| VAL LTR | Debt Validation letter |
| vp | voluntary pay |
| VSI | verified security information |
| ws | watch set |
| wtd | what to do |