

FINAL BILLS SUPPORT DUTIES

- Answers phone inquiries to discuss customer final bill accounts, make arrangements. Work closely with CSI Agency to assist with final bills collections.
- Assist with the investigation of Fraud Affidavit process (Accurint , Report Fetcher). Upon completion mail formal letter to customers research final outcome, Fraud or Fraud Not Proven.
- Gulf Final bills (Email Folder) forward updated customer information to include current address location & phone numbers on a weekly spreadsheet to CSI.
- Send Invoice for Payments (Commission) to Accounts Payable for CSI Agency, accounts that they have collected for us.
- Send Payments made directly to CSI to local office to apply towards accounts that have charge off and sent to agency to collect.
- Work Uncollectible Exception, Daily Mobius Report (Accounts that are stuck on this work that have charged off, but held due to various reasons: Guarantor on file, Landlord Agreement, Surety Bond, Service Order Pending, Bill Account Transfer is Pending)
- payment transfer report
- 47-100 payments after final Bill report

All FB LTES:

- "S" Drive Under Templates
- Fpc Customer Svc
- Cust svc Support
- Protected
- Final Bills folder &
Fraud folder