



Collections Policy

RecordJacket.com Collections Policy for Complete Service Plan Customers

- RecordJacket.com collects billable release fees for its Complete service plan customers
- RecordJacket.com remits all collected release fees to its Complete service plan customers monthly

Our basic procedure for collecting on behalf of and reporting to our Complete service plan customers follows:

- Pre-payment is required for all new requestors with the exception of certain governmental agencies
- Other arrangements are available for requestors, including monthly invoicing and establishment of a credit card account, when circumstances and payment history permit

The following payment and collection procedures are effective for requestors not on pre-pay status:

- Invoices are generated when Releases of Information (ROI's) are processed and are mailed with each ROI
- If necessary, a second invoice is mailed thirty days after the original invoice if payment is not received
 - All additional ROI's are pended until payment is received
- If necessary, a third invoice is mailed sixty days after the original invoice
- If payment in full is not received within fifteen days after the third invoice, then
 - The requestor is put on pre-pay status for all future requests
 - Our Complete service plan customer is notified that payment has not been received
 - We work with our Complete service plan customer to determine how best to complete the collection; steps may include:
 - The account is written off and our Complete service plan customer will not receive any applicable requestor fee
 - The Complete service plan customer pursues collection
 - We further pursue collection and will remit any collected amount (which will be net of any collection fees)
- We report request fees invoiced and collected to our Complete service plan customers monthly