



Account Claim Management

1 How will I know the account has been placed?

Once an account is placed in Hunter Warfield's system, you will receive an email confirmation. The confirmation is typically sent 3 - 7 days after the account is placed.

2 What do I do if the former resident reaches out to discuss the past due balance?

It is likely that a former resident will reach out to you once they learn their account has been placed with a collections agency. In order to remain compliant with the Fair Debt Collection Practices Act (FDCPA), it is recommended that you refrain from discussing the details of the account and instead direct the former resident to contact Hunter Warfield directly.

Hunter Warfield contact information for a past tenant will be listed on the collection letter they receive, or you can direct them to call (866) 494-9902, email payhwi@hunterwarfield.com, or use the online service <https://payline.payhwi.com> to resolve their debt.

3 Who do I contact regarding questions on my collections accounts?

Our Client Services team can assist you with account questions, missing information follow-up, statement questions, settlement approval, consumer disputes (supporting documentation required) and direct payment verification. Hunter Warfield Client Services can be reached at (866) 494-9902 and clientservices@hunterwarfield.com.

AppFolio's Customer Success Team will be handling all your questions related to the Tenant Debt Collections service in AppFolio Property Manager, including questions about the feature, how to sign up for the service, how to turn over a past tenant to collections, accounting and reporting questions, and user role permissions. AppFolio Customer Success can be reached via the Help Center in your AppFolio database by selecting "Help & Training" or email support@appfolio.com.



4 Will Hunter Warfield settle my accounts for less than what is owed?

The Tenant Debt Collections feature includes a blanket settlement authority to settle debts for no less than 80% of amount due. It is important to give collectors flexibility to negotiate during a conversation with the past tenant. This helps to increase overall recovery by offering the consumer additional motivation to pay. No further settlements will be taken without your prior written permission.

5 How are disputes handled?

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Hunter Warfield contact information for a past tenant will be listed on the collection letter they receive, or you can direct them to call (866) 494-9902, email payhwi@hunterwarfield.com, or use the online service <https://payline.payhwi.com> to resolve their debt.

6 Will Hunter Warfield sell my debt to another agency?

No, Hunter Warfield debt is never sold.