



# QUICK GUIDE

## PREPARING ACCOUNTS FOR RECOVERY

### MONTHLY REPORT ACCESS

Please contact our Client Services Department to set up access to your 24-hour account portal and monthly reporting.

Client Services  
888-925-0688

[service@theaxiomgrp.com](mailto:service@theaxiomgrp.com)

1

Please refer all owners or anyone attempting to obtain account information to Axiom. It is critical to the recovery process that accurate information be provided. Confusion on the part of the owner will delay the process.

2

Turn off all lockboxes, auto-debit, and e-pay for all accounts assigned to Axiom.

3

All payments, regardless of how obtained, must be forwarded to Axiom for processing. This ensures Fair Debt Collections Practices Act (FDCPA) compliance.

4

To ensure all charges are collected, please add any additional charges, (including special assessments and fines) other than normal assessments, interest and/or late fees to owner ledgers and send to [service@theaxiomgrp.com](mailto:service@theaxiomgrp.com).

5

Forward any legal documents you receive to [service@theaxiomgrp.com](mailto:service@theaxiomgrp.com).

### PAYOFFS

All estoppel or other payoff requests must come to Axiom for completion. Please refer to Axiom for the collection balance due.

Accounts paid in full will receive a statement with figures of application and an account reassignment. Payments may be received by check or ACH.

Recovery Department  
855-750-0101

[payoff@theaxiomgrp.com](mailto:payoff@theaxiomgrp.com)



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