

# Prompt, Efficient Closing



**Diligence is complete!** We have provided a bid and all required diligence documents have been reviewed. We are ready to finalize the deal!

**FINAL STEP**  **Send required closing documents.**

Providing a smooth closing process is our top priority. Below is a complete list of required closing documents and important requirements to close your deal. Our team of associates will contact you if any additional information is needed.

## DEALER Information:

- Data Tape with Updated Principal Balances
- Executed Legal Set
- Updated Payment Histories

## Important Requirements to Close:

- Establish a Close Date\*
- Updated Data Tape with all Sales Accounts
- Transition Report from your DMS in a .CSV or .XLS format

\*A clean cut-off date is needed (before anything posted the day after cut-off or after End of Day Process is complete.

**What next?** Our team will begin the customer Welcome Process.

- 1 Create a Smooth Transition**  
In an effort to reduce recourse and improve the transition process, Spartan Financial Partners encourages you to contact account holders via letter or phone call.
- 2 Spartan Welcome Call**  
Customers will be informed their account has been purchased, we will answer questions about the transition, and confirm customer contact information.
- 3 Spartan Welcome Packet**  
All new customers will receive a Welcome Packet that includes a Welcome Letter, Billing & Payment information, Debt Validation Letter, an ACH Autopay Form, and our Privacy Policy.

For Recourse or  
Post-Close Assistance Call:  
Monday - Friday  
9 am - 6 pm EST

**866.202.6911**

## What if a customer attempts to pay you?

Inform the customer a Welcome Packet is being mailed to their primary address. Give the customer a copy of the Welcome Letter you received at closing. Then, introduce the customer to our Customer Service Team by giving us a call Monday - Friday, 8 am - 12 am EST or Saturday 8 am - 5 pm EST at 866.544.3430.