

# Helpful Tips

## How to proceed in a debt collection case.

**TIP 1** When first contacted by the collection agency:  
Take the name and phone number of agent.

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**TIP 2** Ask for validation over the phone and in writing.

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**TIP 3** Don't get Stressed.

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**TIP 4** Don't make decisions under pressure.

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**TIP 5** Tell the collection agency you need to review your records and  
will get back to them.

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**TIP 6** **Send them a dispute letter.**  
See Literature & Forms: Dispute letter to a collection agency.

If you need additional advice contact us so we can further help you get compensated.

**The Consumer Counsel Group:**

Amir J. Goldstein

AJG@consumercounselgroup.com