

RAVEN
CONSENT TO COMMUNICATE (CTC) & REVOCATION GUIDE

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Overview

The Consent to Communicate tab on Raven is designed to request and manage Consent to Communicate (CTC) requests. This is meant to streamline communications with opposing counsel and ensure requests are in one centralized location. This document outlines the steps to creating a new CTC request. If there are any issues related to CTCs, email ctc@higbee.law.

Revocations are handled via email at the moment. If there is a revocation request, email it to revocations@higbee.law.

Definitions

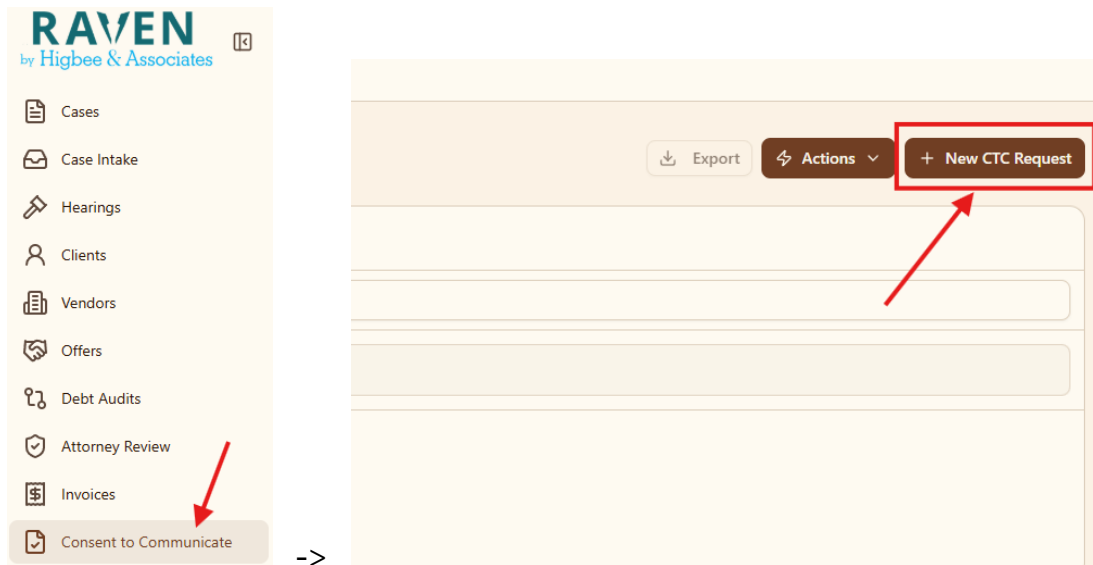
Consent to Communicate (CTC): For the purposes of our Law Firm, a Consent to Communicate grants the requestor permission to speak to OPC in regards to negotiations, payment arrangements, etc. A CTC should be requested when an employee attempts to contact OPC, and OPC has stated they require permission from the attorney of record in order to engage in discussions. CTCs may only be sent for **active** clients and **enrolled** accounts.

Requestor: The person who requires the CTC in order to be able to communicate with Opposing Counsel

Revocation: A letter revoking our Power of Attorney in order for clients and/or vendors to communicate with Opposing Counsel. Client **MUST** be cancelled from the service or the account in question **MUST** be removed from the service.

Procedure

1. Select the "Consent to Communicate" tab on the left-hand pane and click "+ New CTC Request" button on the top right-hand side



Step 1 – Find Client

2. Search for clients using one of the three options below:
 - a. Client Name
 - b. Vendor Client ID (VCID)
 - c. Case ID (CID)
 - i. If a debt is already in litigation, search by CID to automatically associate the request with case and autofill the Client Name and debt/account -> skip to Step 4

The screenshot shows the 'New Consent to Communicate Request' form. The title is 'New Consent to Communicate Request'. Below the title, there is a brief instruction: 'Find a client by name, vendor client ID, or H&A Case ID. Selecting a case fills the client, linked debt, and case. Then complete the CTC details. Vendor is determined from the selected client.' The form is divided into sections. The first section is 'STEP 1 — FIND CLIENT'. It contains three search fields: 'Search by Client Name' with a placeholder 'e.g. Katherine Gardner', 'Search by Vendor Client ID' with a placeholder 'e.g. 1117358', and 'Search by H&A Case ID' with a placeholder 'e.g. 339270'.

Step 2 & 3 – Select debt/account & Select Existing Case

3. Select the relevant debt or account
 - a. If the debt is not in litigation
 - i. Search by Client Name or VCID
 - ii. Select the relevant debt or account
 - iii. Select “No” on Step 3

New Consent to Communicate Request
Find a client by name, vendor client ID, or H&A Case ID. Selecting a case fills the client, linked debt, and case. Then complete the CTC details. Vendor is determined from the selected client.

STEP 2 — SELECT DEBT / ACCOUNT

072909
DISCOVER
Case ID: 1000006

STEP 3 — SELECT EXISTING CASE (OPTIONAL)

In Litigation
☐ Yes ☒ No

Search/select a client case (optional)...

A red arrow points to the 'No' radio button under 'In Litigation'.

Step 4 – CTC Details

4. Reason for CTC
 - a. Select the appropriate reason why the CTC is being requested

STEP 4 — CTC DETAILS

Reason for CTC *

Communicate with creditor ▼

Communicate with creditor ✓

Payment arrangement

Other

5. Law Firm

- a. Search and select the Law Firm this CTC needs to be sent to
 - i. If you are unable to find a Law Firm, select “Law Firm not found”
 - ii. Once that is selected, type in the new Law Firm
 - iii. Once a request has been made for a new Law Firm, the drop down menu will remember the Law Firm name and save you from having to retype the name in future circumstances

The image shows two side-by-side screenshots of a web form titled "STEP 4 — CTC DETAILS". Both screenshots show the "Reason for CTC" dropdown menu set to "Communicate with creditor".

The left screenshot shows the "Law Firm" dropdown menu. The dropdown is open, showing a search bar "Search law firms..." and a list of results. The option "Law Firm not found" is selected. A red arrow points from the "Account Number" field to the "Law Firm" dropdown menu.

The right screenshot shows the "Law Firm" dropdown menu. The dropdown is open, showing a search bar "Enter law firm name..." and a list of results. The option "Type the law firm name" is selected. A red box highlights the "Type the law firm name" input field, and a red error message "Law firm is required" is displayed below it.

- iv. Please note these drop down menus are vendor specific, so a Law Firm that appears under one client may not appear under a client if they are under a different vendor

6. Account Number

- a. Fill in the account number relevant to the request

7. Reference Number

- a. If there is a reference number relevant to OPC, fill in the reference number, otherwise leave blank
- b. Do not use the court case number as the reference number as the court case number autopopulates on the CTC template if the request is associated with a case in litigation

8. Requestor's Email

- a. Fill in the email for whoever needs the CTC to be able to communicate with OPC, this may not be you
- b. This person will be copied on the email out to OPC and referenced in the CTC as the person OPC should reach out to

9. OPC Contact Email

- a. Search and select the OPC Contact Email(s) this CTC should be sent to
- b. There is a current max of 10 OPC Contact Emails that can be added to a singular request

10. Notes for CTC Processing Team

- a. Include any additional relevant information for the team who processes these CTC requests
- b. If there is a co-client on the account and the CTC is needed for the co-client, include the person's name in the notes

CTC Special Circumstances

- ❖ If a CTC request has been denied, but you still require CTC, resubmit the request and add additional context for why the CTC is still needed
- ❖ If you have contacted OPC and they have indicated that they specifically require a CTC from an attorney who no longer works for H&A, include this information in the notes section of the request. This will allow us to modify the template sent to OPC accordingly.
- ❖ Before submitting a CTC request, adjust the filters and search for the client to see if a CTC has previously been requested. If a CTC has been processed in the last 30 days for the vendor, do not submit a new CTC request unless the attorney has specifically requested it, and include this information in the notes to expedite processing

The screenshot shows a 'Filters' panel with a close button (X) in the top right. Below the title, it says 'Filter CTC requests by status and vendor. All filters work together.' There is a 'Jump to active filter' link with a hamburger menu icon and a 'Clear all' button. A summary bar shows 'Status pending, completed +1'. The 'Status' filter section has a count of '3' and a dropdown arrow. Below this are three buttons: 'pending', 'completed', and 'denied'. At the bottom, a 'Selected:' section shows three active filters: 'pending', 'completed', and 'denied', each with a close button (X).

Revocations

Revocation requests can be made by filling out the template below and emailing it to revocations@higbee.law. Providing complete and accurate information will reduce back and forth email communications and ensure the revocation is able to be processed in a timely manner.

If a client has cancelled their service or wishes to speak with OPC regarding an unenrolled debt, a **revocation should be requested, NOT a CTC**.

A revocation informs OPC that our law firm no longer represents the client and/or the specific accounts in question. This allows the client to communicate and negotiate directly with OPC without our law firm's involvement.

To submit a revocation request, complete the template and email it to **revocations@higbee.law**.

Please ensure that all information provided is complete and accurate. Doing so will help minimize follow-up emails, prevent processing delays, and ensure the revocation request can be handled in a timely manner.

Revocation Request Template

Client Name:

Original Creditor:

Account Number:

OPC Law Firm:

OPC Law Firm Email:

Reference/File/Case Number (if applicable):