

Attempt Supervisor:

# Tools to Address the New CFPB Rules



LIVEVOX

Contact Types  
Outbound x Contact Types

Contact Limits

Contact	Phone/Contact	Phone	Email
0	1	0	3



## On October 30, 2020, the Consumer Federal Protection Bureau (CFPB) released new rules regarding debt collection communications.

The new CFPB rules impose frequency restrictions on debt collectors by limiting the number of calls that can be made to a consumer about a particular debt. With the clock already ticking and the deadline for implementation looming on the horizon, it's important that you be proactive now and ensure you have the right technology in place to make compliance a top priority.

At LiveVox, we offer Attempt Supervisor, which drastically simplifies how you manage your contact attempts to meet compliance requirements including those required by the new CFPB rules. Read on to find out how Attempt Supervisor directly helps to address the challenges brought on by the CFPB setting telephone contact limits.

### New CFPB Rule:

## Telephone Contact Limits

**“...a debt collector is presumed to comply...if the debt collector places a telephone call to a particular person in connection with the collection of a particular debt neither:**

**(A)** More than seven times within seven consecutive days; nor

**(B)** Within a period of seven consecutive days after having had a telephone conversation with the person in connection with the collection of such debt. The date of the telephone conversation is the first day of the seven-consecutive-day period.

p. 573 - 574<sup>1</sup>

<sup>1</sup> [https://files.consumerfinance.gov/f/documents/cfpb\\_debt-collection\\_final-rule\\_2020-10.pdf](https://files.consumerfinance.gov/f/documents/cfpb_debt-collection_final-rule_2020-10.pdf)

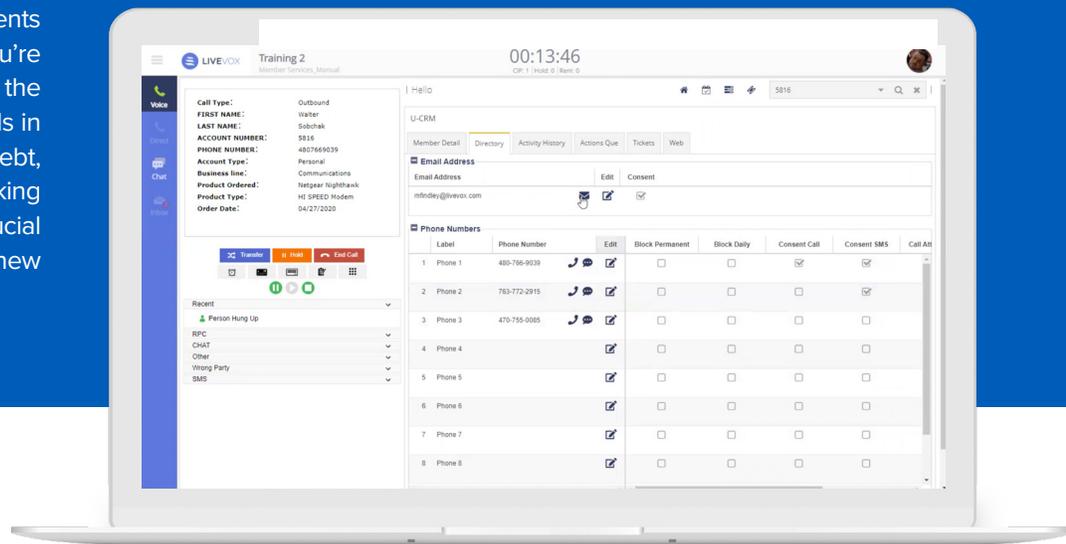
# Attempt Supervisor: Tools to Address the New CFPB Rules



## Solution: Easily Manage Voice Contact Attempts

With the power of Attempt Supervisor, you can configure voice attempt controls across all of your campaigns, whether your agents are in-house, working remotely, or you're outsourcing your operation. Because of the new limitations around making seven calls in a seven-day period about a particular debt, along with the seven-day hiatus after talking to a customer, Attempt Supervisor is a crucial tool to help you stay in line with the new CFPB rules.

*Attempt Supervisor lets you easily create contact attempt rules in keeping with the new CFPB regulations.*



By implementing Attempt Supervisor, you'll be able to start setting your calling rules. This is key because you need to have the right technology in place—and make sure it's working—long before the new regulations are enforceable. Don't wait. Be proactive, secure the right product, and start working on your processes now. Get Attempt Supervisor in place to start enforcing your current calling rules and to get used to the product, and you'll be ready to comply with the new CFPB requirements when they go live. Soon, we'll be adding multichannel capabilities to Attempt Supervisor, because with the new rules there's real value in being able to count your emails and text messages, too—not just your outbound calls.

### KEY BENEFITS

- Align strategies with specific CFPB contact **rules and regulations**
- Attain **greater control** over your outreach efforts
- Applicable across your **in-house or outsourced network**
- Leverage **customizable, on-demand** configurations at the account and phone number-level
- Maximize outbound contacts in a **proactive and compliant** fashion

If you want the right technology in place to get your operations in line with the new CFPB rules, contact us for a demo of Attempt Supervisor. Our operational and business consulting experts are here to help.