



Regulation F

Model Validation Notice

To: Person A
2323 Park Street
Apartment 342
Bethesda, MD 20815

Reference: 584-345

Group is a debt collector. We are trying to collect a debt that you owe to us. We will use any information you give us to help collect the debt.

Statement shows:

Street Department Store credit card from Bank
Account number 123-456-789.

| | | |
|--------------------------------|----|----------|
| On 12/15/2017, you owed: | \$ | 2,234.56 |
| As of 12/15/2017 and today: | | |
| Added this amount in interest: | + | \$ 75.00 |
| Added this amount in fees: | + | \$ 25.00 |
| Amount credited this amount | - | \$ 50.00 |

Amount you owe us now: \$ 2,284.56

How can you dispute the debt?

- **Call or write to us by August 28, 2020, to dispute the debt.** If you do not, we will assume that the debt is correct.
- **If you write to us by August 28, 2020,** we will stop collection on any amount you dispute until we receive information that shows you owe the debt. You can use the form below or write to us without the form. We also accept supporting documents. We accept disputes electronically at www.example.com/dispute.

What else can you do?

- **Write to ask for the name and address of the creditor, if different from the current creditor.** If you write to us by August 28, 2020, we must stop collection on any amount you dispute until we receive that information. You may use the form below or write to us without the form. We accept such requests electronically at www.example.com/request.
- **Go to www.cfpb.gov/debt-collection to learn about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- Contact us about your payment options.
- Póngase en contacto con nosotros para solicitar más información sobre este formulario en español.

See side for important information.

Mail this form to:
South Group
Box 123456
Adena, CA 91111-2222

How do you want to resolve the debt?

Check all that apply:

- ☐ I want to dispute the debt.
 - ☐ This is not my debt.
 - ☐ The amount is wrong.
 - ☐ Other (please describe):
attach additional information

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This information is not intended to be legal advice and may not be used as legal advice. Every effort has been made to assure this information is up-to-date. It is not intended to be a full and exhaustive explanation of the law in any area, nor should it be used to replace the advice of your own legal counsel.

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Congressional Review Act Timeline

27 days



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What is a Safe Harbor?

- If you use a form "substantially similar" to the CFPB's MVN, then you have "safe harbor" protection; you have not violated the rule

What Protections?

- Use of the MVN signals that your notice is "clear and conspicuous"
- It would also not be an "overshadowing" strike

What Doesn't Count?

- Any additional disclosures not recognized by the CFPB
- Delivery method and timing requirements



Model Validation Notice

must have:

- Debt collector communication disclosure
- Information about the debt
 - Agency name and mailing address
 - Consumer's name and mailing address
 - Name of the original creditor as of itemization date
 - Account number
 - Name of creditor to whom the debt is currently owed
 - Itemization date
 - Amount of debt on the itemization date
 - Itemization of current amount of debt
 - Current amount of debt
- Information about consumer protections
- Consumer-response information



[illegible]

Account number

**Current amount of
the debt**

Name and mailing information

Itemization-related information

Information about consumer protections

Consumer-response information

www.example.com

Reference: 584-345

North South Group is a debt collector. We are trying to collect a debt that you owe to Bank of Rockville. We will use any information you give us to help collect the debt.

Our information shows:

You had a Main Street Department Store credit card from Bank of Rockville with account number 123-456-789.

| | | |
|--|---|--------------------|
| As of January 2, 2017, you owed: | | \$ 2,234.56 |
| Between January 2, 2017 and today: | | |
| You were charged this amount in interest: | + | \$ 75.00 |
| You were charged this amount in fees: | + | \$ 25.00 |
| You paid or were credited this amount toward the debt: | - | \$ 50.00 |
| Total amount of the debt now: | | \$ 2,284.56 |

How can you dispute the debt?

- **Call or write to us by August 28, 2020, to dispute all or part of the debt.** If you do not, we will assume that our information is correct.
- **If you write to us by August 28, 2020,** we must stop collection on any amount you dispute until we send you information that shows you owe the debt. You may use the form below or write to us without the form. You may also include supporting documents. We accept disputes electronically at www.example.com/dispute.

What else can you do?

- **Write to ask for the name and address of the original creditor, if different from the current creditor.** If you write by August 28, 2020, we must stop collection until we send you that information. You may use the form below or write to us without the form. We accept such requests electronically at www.example.com/request.
- **Go to www.cfpb.gov/debt-collection to learn more about your rights under federal law.** For instance, you have the right to stop or limit how we contact you.
- Contact us about your payment options.
- Póngase en contacto con nosotros para solicitar una copia de este formulario en español.

Notice: See reverse side for important information.



Mail this form to:
North South Group
P.O. Box 123456
Pasadena, CA 91111-2222

Person A
2323 Park Street
Apartment 342
Bethesda, MD 20815

How do you want to respond?

Check all that apply:

- ☐ I want to dispute the debt because I think:
- ☐ This is not my debt.
 - ☐ The amount is wrong.
 - ☐ Other (please describe on reverse or attach additional information).
- ☐ I want you to send me the name and address of the original creditor.

- ☐
- I enclosed this amount: \$

Make your check payable to *North South Group*. Include the reference number 584-345.

- ☐ Quiero este formulario en español.

Model Validation Notice

optionals:

- The debt collector's telephone contact information
- A reference code the debt collector uses to identify the consumer or the particular debt
- Certain payment disclosures
- Certain electronic communication information, such as the debt collector's website or email address
- Certain Spanish-language disclosures regarding how a consumer may request a Spanish-language validation notice
- The merchant brand, affinity brand, or facility

Reference: Reg F Part II, pp 329 - 331

North South Group
P.O. Box 123456
Pasadena, CA 91111-2222
123-4567 from 8am to 8pm EST, Monday to Saturday
www.example.com

To: Person A
2323 Park Street
Apartment 342
Bethesda, MD 20815

Reference: 584-345

North South Group is a debt collector. We are trying to collect a debt that you owe to Bank of America. We will use any information you give us to help collect the debt.

Information shows:

You had a Main Street Department Store credit card from Bank of America with account number 123-456-789.

| | |
|--|--------------------|
| On January 2, 2017, you owed: | \$ 2,234.56 |
| Since January 2, 2017 and today: | |
| You were charged this amount in interest: | + \$ 75.00 |
| You were charged this amount in fees: | + \$ 25.00 |
| You paid or were credited this amount toward the debt: | - \$ 50.00 |
| Amount of the debt now: | \$ 2,284.56 |

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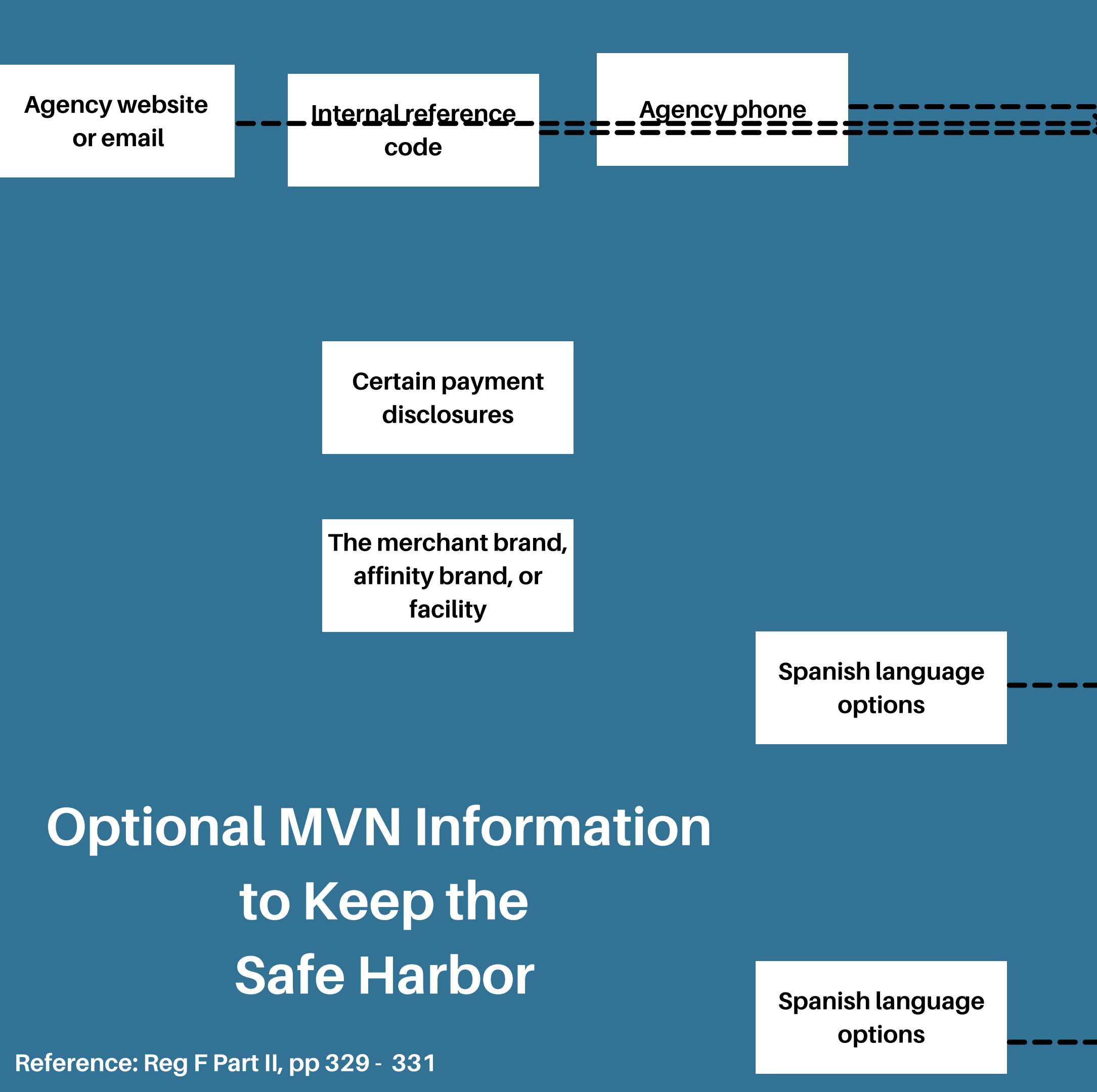
How do you want to respond?

Check all that apply:

- ☐ **I want to dispute the debt because I believe:**
 - ☐ This is not my debt.
 - ☐ The amount is wrong.
 - ☐ Other (please describe on reverse side or attach additional information).
- ☐ **I want you to send me the name and address of the original creditor.**
- ☐ **I enclosed this amount:** \$

Make your check payable to North South Group. Include the reference number 584-345.

- ☐ **Quiero este formulario en español.**



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- ☐ **I enclosed this amount:** \$

Make your check payable to **North South Group**. Include the reference number 584-345.

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Optional MVN Information to Keep the Safe Harbor

Model Validation Notice

items to watch for

- The MVN has different font sizes
- Some of the elements are placed in the way of “folds” for the letter and need to be moved on the coupon
- Designed as a bottom coupon fold letter, some clients use a top coupon – does that matter?
- Letter date and a payment URL – is that considered “substantially similar”?
- The CFPB template refers the debtor to provide text on the back of the form (appears to be the coupon), this seems odd and could create a problem/cost when the coupons are managed at the lockbox provider?
- Font requirements were missing – assuming there are none?
- Use of color – many clients use color today. Is that considered “overshadowing”?
- The coupon assumes all payments are sent directly to the agency; that is not always the case at the moment.
- Not perfectly designed for healthcare accounts

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