ALL accounts must be checked for MILITARY status via the SCRA website.

Save & Upload PDF Document to Account > Save As "CaseNumber SCRA"

If Military Status is found, add sub status > MILITARY

The following questions MUST be answered for ANY & ALL Military Accounts:

1) When did they go in the Military?

   https://scra.dmdc.osd.mil/scra/#/single-record

   - Full SSN and DOB needed for this site.
   - If you do not have full social, request information by emailing caseupdates
     Subject Line: SCRA Request / LAST NAME #CASENUMBER / SSN & DOB

2) Did they get the loan **BEFORE** or **AFTER** they went in the Military?

   - To determine, you will need the Loan Contract Date; if not currently in uploaded documents, request information by emailing caseupdates
     Subject Line: SCRA Request / LAST NAME #CASENUMBER / Contract Date

   BEFORE? = We are NOT authorized to recover if the contract was made BEFORE service.

   AFTER? = the vehicle CAN BE recovered if the contract was made AFTER start of service.

3) Are they currently Active, Deployed or Unknown?

   - **Active**: If the loan originated AFTER start of service, we are clear to proceed.

   - **Deployed**: MUST receive approval from client before proceeding. Email caseupdates
     Subject Line: SCRA REQUEST / LAST NAME #CASENUMBER / Deployed

   ***ALL STEPS MUST be sent to CLIENT - Lender needs to know what we know. ***