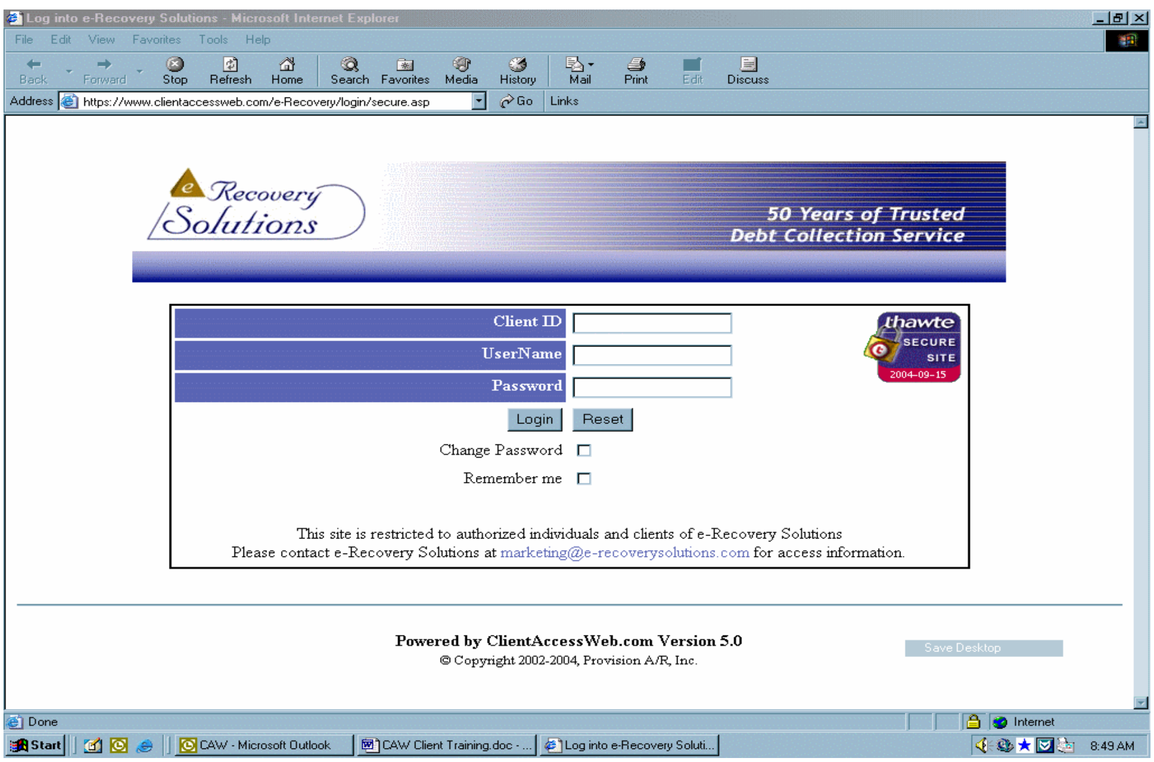
Welcome to ClientAccessWeb (CAW). We are pleased to offer this fast, convenient, and secure service to our clients. At the touch of a few buttons, you now have access to information regarding the accounts you have placed with us. You can look up account information, run reports, enter payments/adjustments, and cancel/return accounts with this internet utility. We feel that you will find this tool beneficial to your organization in many ways. This document is intended to accompany the one-on-one training that you will receive by an eRS team member.

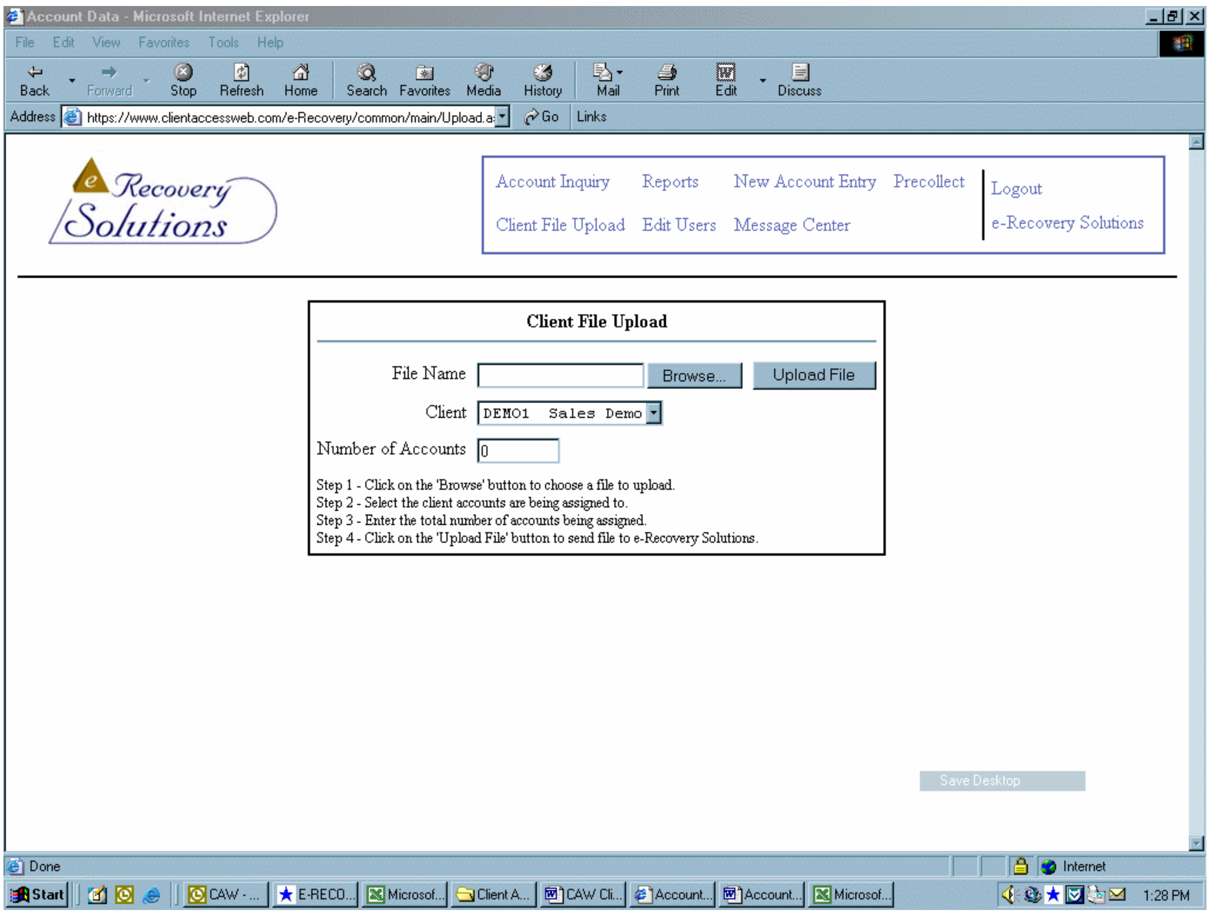
To access CAW, log into www.e-recoverysolutions.com and click on the "Resources" Menu, "Remote Account Access", from here you will click on the "Client Access Web" link. Once the Client Access Portal appears, you can save the URL by adding it to your "Favorites" list in your browser's toolbar.

You will be assigned a unique User Name and Password to log into the CAW utility. You will use this as well as your Client ID # to log into access ClientAccessWeb. The first time you log into CAW you will be asked to change your password, be sure that the password you choose is not easy for someone to guess but is easy for you to remember. Passwords are case sensitive so the case you create your password in, must be the case you use for future logins.



Once logged on, you will be welcomed and have several options from which to select. The options appear in the upper right-hand corner of the next screen you see and will include the following:

- **Client File Upload–** ClientAccessWeb provides a secure portal (HIPAA compliant) for you to drop off your files. Once in this screen, you simply browse your computer or network to select the file you want to send, and click the Upload File box to complete the process. You will receive a confirmation notice to assure you that the file has been received and is recommended for you to print this for your records.



- **Reports–** This option allows for the viewing and/or printing of predefined reports, as well as the creation of custom reports and data mining. Browse the different options to get a feel for the types of reports you can run using CAW. Data Mining Tool reports can be saved to your PC or network either in an ASCII text or MS Excel format.

  You will most likely find a report or two that you can use on a regular basis. Please call us if you have questions concerning any of the reports.

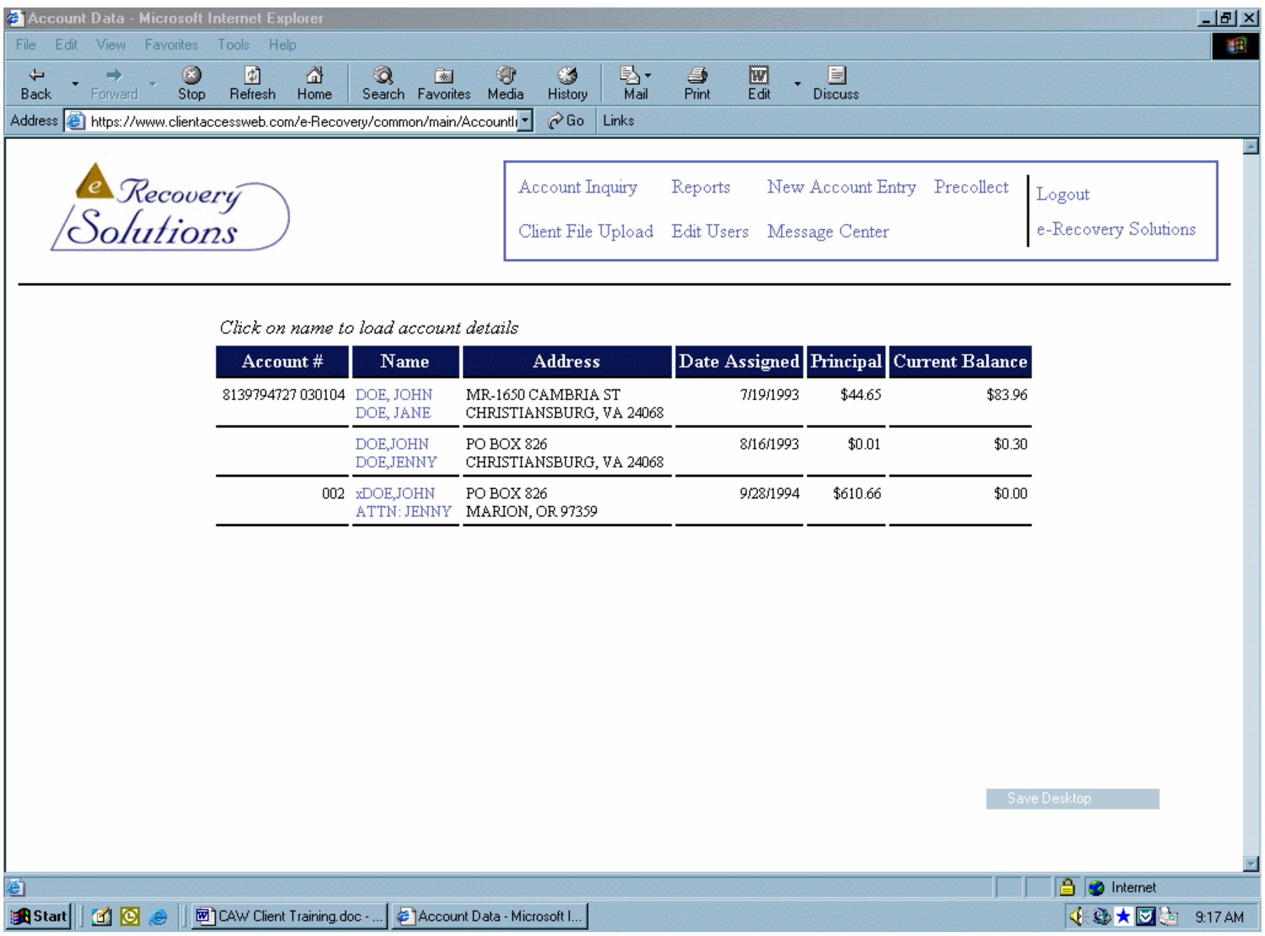
- **Message Center–** You can drop off and pick up messages using CAW. Do not use this option to notify eRS of time sensitive information; this should be handled by e-mail or phone.

- **Edit Users–** You will be assigned an initial id and password before using CAW for the first time but you will be able to add and edit additional users yourself and limit what they have access to by using this option. Call our office if you need assistance with this feature.

- **Account Inquiry–** allows you to search for accounts by several different types of criteria and see the status of an account. From this selection, you can also report payments, cancel/return or edit an account.

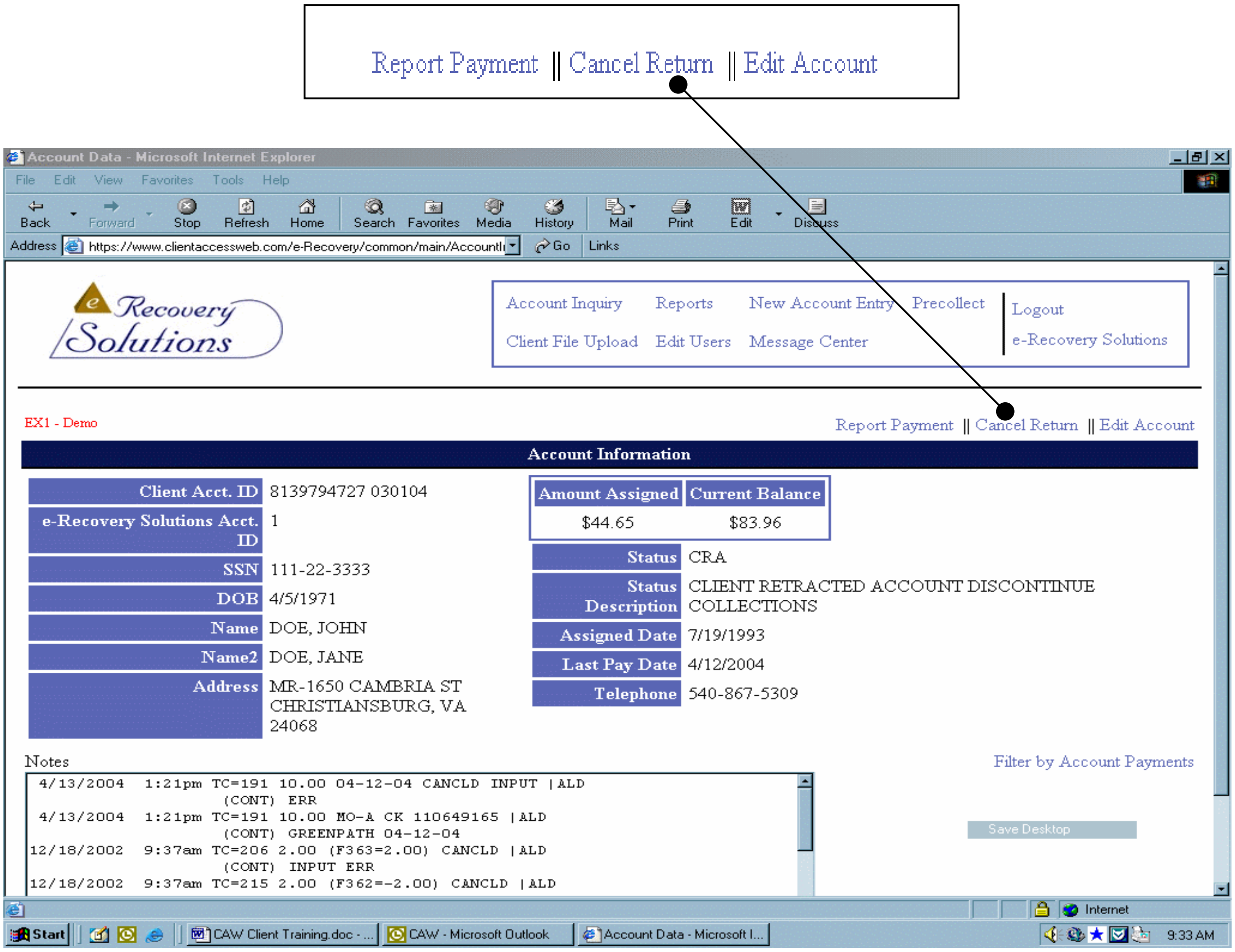
To locate an account, enter the appropriate data in the box to the right of any of the designated fields or choose a custom field from the drop-down menu and enter the corresponding data in the box below. Please note that the Account Number box will work for the eRS account number or the account number that you have assigned to your consumer.

Once you have made your inquiry, a list of matching accounts will display. The number of accounts that display on the list will depend on how vague (ex: searching by the last name) or narrow (ex: searching by the consumer's social security number) your search is.   To limit the number of returned results, choose items such as the account number or social security number (if available).   Choose the correct account from the list by clicking on the consumer's name (colored in blue).



The Account Information screen will now load, allowing you to view data such as the assigned and current account balance, current status of the account, address, and payment history.   Please note: the Current Balance will include commission fees &/or interest, if applicable.

To the right, above the account information bar, you will find three options: Report Payment, Cancel Return, and Edit Account. The Edit Account option is how you will notify us of updated information on your consumer, for example: a change of address or new phone number. Choose the appropriate option by clicking on the corresponding blue link.



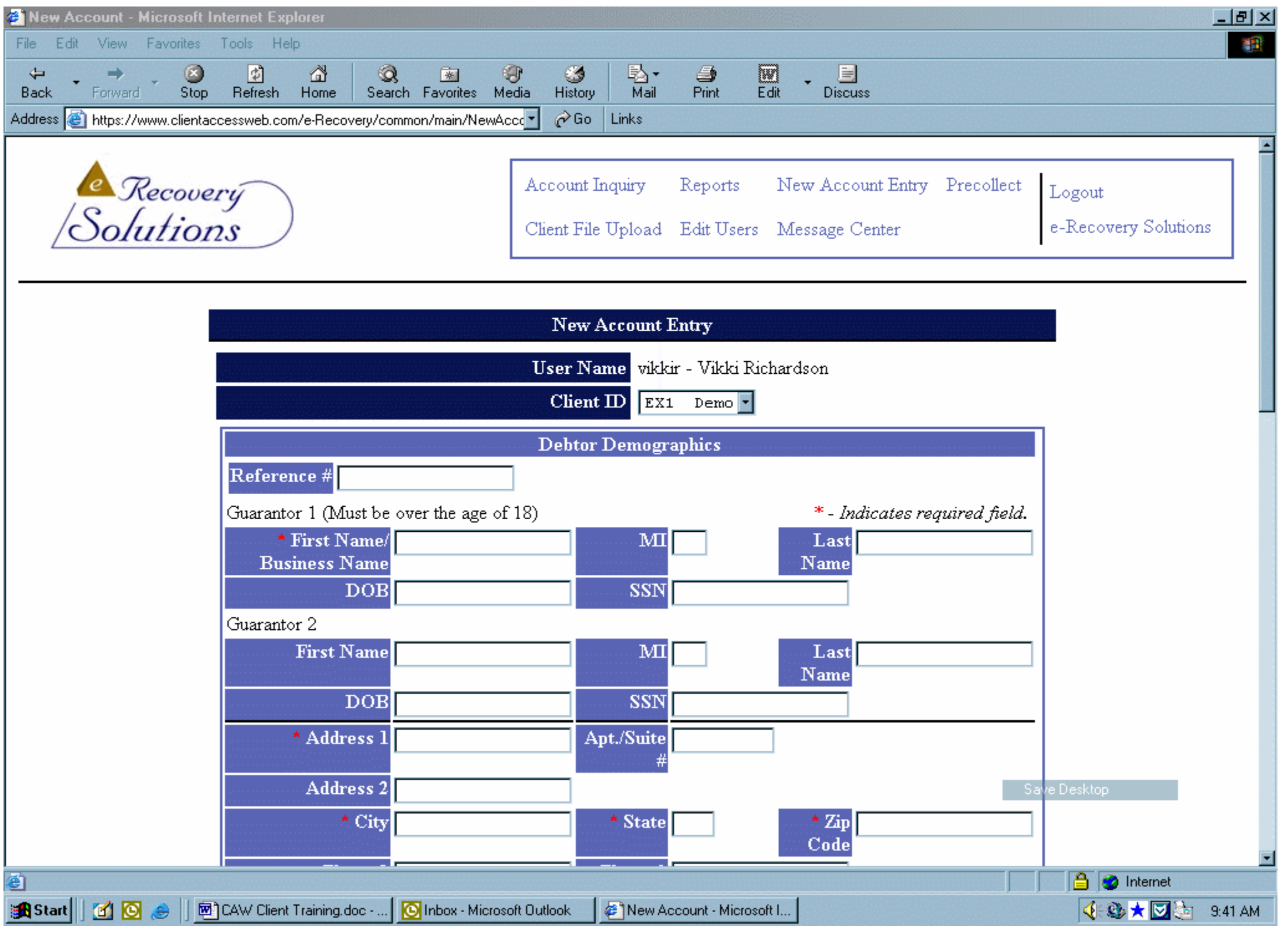
Regardless of which of the three options you choose, the process will be clear. The person conducting your training will thoroughly cover each section with you. Always remember to click on the Update Record or Submit Data button when you have entered the necessary data. All fields marked with a red asterisk * require data to be entered.

If reporting a balance adjustment in conjunction with a payment, use the comments section of the Report Payment option to provide us with that information. If reporting an adjustment only (no payment), use the Edit Account option and enter the appropriate information (amount of adjustment [+/-], reason for adjustment [ex: insurance write-off], and your current balance after the adjustment) in the comments section.

You can have confidence that your activity has been recorded by the confirmation notice that will display after each transaction and it is recommended for you to print for your records.

- **New Account Entry–** allows you to place individual accounts with eRS via the secure portal. This placement method is simple and much faster than paper placements.

Enter the data for your consumer (again all fields marked with a red asterisk * are required) and click the Submit Data button when you are finished. Please note: there is a 20 minute time limit for the account to be entered and the 'Submit' icon to be clicked. If entering the account goes beyond 20 minutes, the database will not provide you with a confirmation notice and you will be routed back to the log-on screen. Remember that the more data we are provided with, the greater the chances of a quick recovery. You will receive a confirmation notice to assure you that the data has been received and is recommended for you to print for your records.



- **Precollect-** This option is for clients who take advantage of our early stage collection program, please contact our marketing department if you are interested in learning more about this option marketing@e-recoverysolutions.com .

- **Logout-** to ensure security, always logout of CAW by clicking the logout link.

Important Note: Data from our host computer is updated to CAW each business day, changes made in the current day, depending upon the time, may not appear on CAW.

Thank you for learning to use ClientAccessWeb and remember that assistance is always just a phone call away. 800-277-2730 or 540-382-2943