

A Required Documentation – Collateral Contacts

REVISION 05
(07/01/08 – 09/30/08)

When a [collateral contact](#) is made, document the following:

- Name, address, phone number and the title of the contact.
- Method of contact (e.g., by phone, in person, etc.).
- Information provided by the collateral contact (e.g., dates and amounts of pay, financial account balance, names of persons living at the address, etc.).
- When obtaining verification through automated systems, verify that the information used to obtain the verification can be identified as the participant's (account numbers, etc.) and document the information.
- Date of contact.