

Terms & Conditions

Financial Assistance, Inc. (FAI)

1. By visiting faicollect.com (the “Website”), you represent and warrant that you are at least the age of majority in your state or province of residence or visiting the Website under the supervision of a parent or guardian. This Website is not intended for distribution to, or use by, any person or entity in any jurisdiction where such distribution or use would be contrary to applicable law or regulation. By visiting the Website, you agree to be bound by these Terms and Conditions (these “Terms”), including those additional terms and conditions and policies referenced herein and/or available by hyperlink. In the instance of any inconsistencies or contradictions between these Terms and a document referenced within them, the meaning taken from these Terms shall prevail. These Terms apply to all users of the site, including without limitation users who are browsers, customers, and/ or contributors of content.
2. We provide a collection agency platform via our Website (the “Platform”). The purpose of the Platform is to facilitate client access to their accounts, allow debtors to dispute, request information or make payments on debts that are assigned by various clients.
3. For the avoidance of doubt, any information provided on the Website does not constitute a personal recommendation. If you have any questions regarding any accounts assigned to FAI by any of our clients you should contact FAI at customerforms@faicollect.com or 800-669-2661 or 1130 140th Ave NE #100-A, Bellevue, WA 98005. The information provided on the Website is not intended to be relied upon as a sole basis for deciding whether or not to contact FAI for the purpose of debt resolution. The content and material available via the Platform is for informational purposes only and should not be regarded as an offer, solicitation, invitation, advice or recommendation to participate in resolution of any outstanding obligations.
4. If you are a creditor, you should consider whether our collection services meet your acceptable risk levels and objectives and you should only commit to

assigning accounts to FAI if you have thoroughly vetted our services. If you are a debtor, accounts assigned to FAI by our clients can be disputed via clicking on the line "Consumer Dispute Form" or if you are requesting information clicking on the "Consumer Information Request Form". FAI will endeavor to provide all requested information and response to disputed matters within 30 days of receipt of same.

5. We will endeavor to facilitate uninterrupted access to the Website. However, access to the Website may be suspended, restricted or terminated at any time, and we are not liable for any such failures of the Website.
6. You warrant and represent that you have taken all reasonable precautions to ensure that any data you upload to the Website is not infected with any virus or anything else which may have a destructive effect on any part of the Website.
7. We use secure socket layer (SSL) encryption to encrypt information communicated between a User's browser and the Website. We take reasonable precautions to prevent the existence of computer viruses or other malicious programs on the Website, but we accept no liability for them if they do exist. It is your responsibility to use, update and maintain appropriate antivirus software on your computer.
8. Information transmitted via the Website will be via public telecommunications networks. We accept no liability if communications sent via the Website are intercepted by third parties or incorrectly delivered or not delivered.
9. The Website may contain links to other Websites. We accept no responsibility or liability for any material supplied by or contained on any third-party website which is linked from or to the Website, or any use of personal data by such third-party.