

**ELIZABETH CITY STATE UNIVERSITY**  
**Uncollected Accounts**

1. Upon the Comptroller's approval a list of delinquent accounts are forwarded to the Attorney General's Office.
2. The Attorney General's Office (AGO) notifies each student of the university's action and gives each student the opportunity to dispute the account.
3. At this time each student is given 30 (thirty) days to send a check or money order to clear their delinquent account.
4. A memo from the AGO with the original list of students is sent to the Comptroller requesting that our collection department record any responses received from the students on this list. The responses should be recorded as follows:

S/R	Satisfactory Response
N/R	No Response
U/R	Unsatisfactory Response
PD	Paid-In-Full

5. When this list is completed by the collection department it is forwarded to the AGO.
6. The AGO returns the list to the university giving the following instructions per account:
  - (1) Sue
  - (2) Write-Off
  - (3) Refer to Collection Agency
7. If we are instructed to sue all information on the account and the student's transcript are forwarded to the AGO. The AGO will direct the university on further proceedings.
8. If we are instructed to write-off the account is reviewed by the Comptroller and the Vice-Chancellor for Business & Finance and written off by the Accounting Technician in Student Accounts.
9. The AGO decides which collection agency the University will use.