

**La Ceiba
Constant Client Contact
Communication Record Sheet**

Date:	
Call Recipient/Phone number:	
Call made by:	
Start time of call (please include time zone):	
End time of call (please include time zone):	
Owner of phone being used and phone number:	
How the call is being paid for (ex. Calling card, international phone contract, etc.):	

If the client is currently delinquent on a payment(s) or in default, then ask the following questions:

Question: What prevented you from making your payments on time or pay off the full loan on time?
¿Qué te ha impedido hacer sus cuotas a tiempo o pagar el préstamo completo a tiempo?

Question: If the same situation arises in the future, how will you overcome it?
Pregunta: ¿Si la misma situación ocurre en el future, como va Ud. a superarlo?

Question: How can we help ensure similar situations do not arise again?

Pregunta: ¿Como podemos a ayudar a garantizar que situaciones similares no vuelvan a ocurrir otra vez

Use the space below to highlight any conclusions that need to be addressed by the entire La Ceiba team: