

## **CONSENT TO RECEIVE DOCUMENTS ELECTRONICALLY**

This communication is from a debt collector.

This Electronic Delivery Disclosure Notice contains important information about your legal rights. Certain laws require us to provide specific information to you in writing, which means you have a right to receive that information in paper. Couch Lambert LLC (we, us or Company) may provide such information to you electronically if we give you this disclosure and you consent to receive such information electronically. Described below are the terms and conditions for providing to you such documents and/or information electronically. Please read the following. If you can access this information electronically to your satisfaction and agree to receive the documents and/or information electronically, please confirm your agreement by completing the fields below, checking the box for, "I agree to receive documents and/or information electronically from you" and clicking submit.

### **Accessing Your Communications**

Once you agree, we may deliver the documents and/or information by any of the following means: (1) to your designated email address, (2) within [www.gulfsouthlegal.com](http://www.gulfsouthlegal.com), or (3) by requesting that you download a PDF file via a secured file transfer program.

### **Paper copies**

At any time, you may request from us a paper copy of the documents and/or information provided or made available electronically to you by us. If you do so, we will provide the paper copy free of charge.

### **Withdrawing your consent**

If you decide to receive documents and/or information from us electronically, you may at any time change your mind and tell us that thereafter you want to receive them only in paper format. How you must inform us of your decision to receive them in paper format and withdraw your consent to receive them electronically is described below.

### **Consequences of changing your mind**

Withdrawing your consent to receive the documents and/or information electronically will slow the speed at which you will receive the documents and/or information if sent by mail in paper format.

### **Duration of consent**

Unless you tell us otherwise in accordance with the procedures described herein, we may provide you documents and/or information electronically throughout the course of our relationship with you. If you do not agree to this duration, please let us know as described below. Please also see the paragraph immediately above that describes the consequences of your electing not to receive the documents and/or information electronically from us.

## **How to contact us**

You may contact as set forth below to:

- a) withdraw your consent to receive documents and/or information electronically,
- b) update the information we need to contact you electronically, and/or
- c) request that a copy of the documents and/or information previously sent or to be sent to you electronically be sent to you in paper format at no charge.

### **To withdraw your consent**

To inform us that you no longer wish to receive documents and/or information from us electronically you must send us an email to [optout@gulfsouthlegal.com](mailto:optout@gulfsouthlegal.com) and in the body of such email state that, “I no longer wish to receive documents and/or information from you electronically.” and include your Couch Lambert file number(s) if known, your email address, your full name, your mailing address, and your telephone number.

### **To advise us of your new email address**

To let us know of a change in your email address and where we should send documents and/or information to you electronically, you may call us at (866) 282-2853. You may also write to Couch Lambert LLC, 3501 N. Causeway Blvd., Ste. 800, Metairie LA 70002 or email us at [info@gulfsouthlegal.com](mailto:info@gulfsouthlegal.com). In the body of your letter or email, you must state that, “With respect to my file number(s) \_\_\_\_\_ (insert your file number(s)) \_\_\_\_\_ with your office, my email address of \_\_\_\_\_ (insert your previous email address) \_\_\_\_\_ is no longer valid. Please direct my electronic documents and/or information to \_\_\_\_\_ (insert your new email address) \_\_\_\_\_.”

### **To request documents and/or information in paper format**

To request a copy of the documents and/or information in paper format, you may call us at (866) 282-2853. You may also write to Couch Lambert LLC, 3501 N. Causeway Blvd., Ste. 800, Metairie LA 70002 or email us at [info@gulfsouthlegal.com](mailto:info@gulfsouthlegal.com). In the body of your letter or email you must state that, “I would like to receive a copy of the documents and/or information you provided or were to provide to me electronically in paper format.” and include your Couch Lambert file number(s), your email address, your full name, your mailing address, and your telephone number.

### **Required hardware and software**

The minimum system requirements for receiving electronic documents and/or information from us are as follows:

You must have an active email address and an up-to-date computing or mobile device with:

- a Current Version (defined below) of a web browser (such as Edge, Chrome, Safari or Firefox),
- a connection to the Internet, and
- a Current Version of a program that accurately reads and displays PDF files.

If you do not have a PDF reader, you may download Adobe® Reader® at no charge from the following link: <https://get.adobe.com/reader/>. (By clicking the link, you will be taken to a third-party site not managed by us, where different security or privacy practices may apply.) Your email to us verifies that you meet these requirements.

By “Current Version,” we mean a version of the software that is currently being supported by its publisher. We reserve the right to discontinue support of a Current Version of software if, in our sole opinion, it suffers from a security flaw or other flaw that makes it unsuitable for use.

### **System Requirements to Retain the Information**

To retain a copy of the electronic documents and/or information you receive from us, your system must have the ability to either download and save (e.g., to your cloud, hard disk drive, or USB storage device) or print PDF files. To print PDF files you must have a functioning printer connected to your personal computer or other access device, which is able to print documents on paper.

### **Changes in system requirements**

If a change in the hardware or software requirements needed for you to access or retain the documents and/or information we send to you electronically prevents you from accessing and/or retaining subsequently sent documents and/or information, we will provide you with the revised hardware and software requirements needed to access and/or retain the electronic records. You have the right to withdraw your consent to receive future documents and/or information from us without the imposition of any fees.

### **Acknowledgement of access and consent to receive and documents and/or information electronically**

To confirm your understanding of the above, your consent to receive the documents and/or information electronically, your ability to access the documents and/or information we send, and your ability retain a copy of what you received, please complete the fields below, check the box for, “I agree to receive documents and/or information electronically from you” and click submit.