

**Member Termination Script** - please note all individuals terminated for non-payment have been provided with direct and ample communication that they need to vacate the property.

We've provided the easy way vs. hard way conversation below that we've found successful when navigating terminations. The following has resulted in de-escalation and members moving out voluntarily of their respective room. We've included common responses from Members and how we've addressed them.

### **If member is refusing to leave:**

**Host:** We are trying to be as compassionately direct as we can with you. Unfortunately, we can no longer have you as a member under these circumstances. Therefore, I am going to present you with 2 options.

- **First option:** PadSplit and myself have agreed that if you voluntarily terminate your membership and vacate the premises today, we will not pursue you with the collection of our debt.  
Your debt is in no way forgiven, however, if you choose this option, you can rejoin PadSplit as a member when you pay your balance off in full. We will not make a negative report to the credit agencies and will not proceed with an eviction. We highly recommend this option. How does that sound?

(If first option is selected leave and give member 2 hours to vacate)

- **Second option:** I contact our lawyer and he proceeds to go to the courthouse and file for eviction. As I am sure you know, an eviction will follow you when you try to get another room elsewhere and will ruin your credit. In addition, we will pursue you for the past due amount you have with us, per day fees, interest, and court costs. The normal eviction process in your city can take anywhere from 14-21 days. At the time that the judge signs the order you will be removed from the property by local law enforcement. This is not an option we want to take nor do we advise you to take, but by not taking the first option, you are giving us no choice. Please consider the ramifications to you personally, if you take this option.

(If second option is selected please contact [support@padsplit.com](mailto:support@padsplit.com))

### **Common Member and Host Responses**

Member: I don't know what you are talking about - I am in good standing with PadSplit

Host: No, per the PadSplit collections process you have received weekly phone calls, SMS, and emails encouraging your payment and you've missed your 48hr promise to pay period. PadSplit has also provided financial assistance outlets.

Member: Well can I think about it?

Host: Unfortunately, we are at the point where time has run out. I need to know what direction to move forward in, before I leave the house. I stress the importance of this to show how much we care. You will not receive this form of care from most people you owe a debt to. We do not want negative consequences to impact you down the road.

Member: I want to pay, but PadSplit does not answer the phone.

Host: Actually, I have access to the call logs and you have not reached out to PadSplit. The only option to pay is leave your current room clean and book a different room, which will include your past due balance amount. Once your old room is available for a new member to book, you will be able to pay your full balance and any new booking fees.