

## SAR 7 Ready to process in submit month

### Complete and before NOA cut-off

- Process SAR 7

### Complete and after NOA cut-off

- Process SAR 7
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

### Incomplete and before NOA cut-off

- Call client and if able to clarify over the phone, document call and process SAR 7
- If unable to reach client, document call
- If an X or Y was not sent, send Y-NOA
- If an X or Y was sent, send SAR 90

### Incomplete and after NOA cut-off

- Call client and if able to clarify over the phone, document call and process SAR 7
- If unable to reach client, document call
- If an X or Y was sent, send SAR 90
- If an X or Y was not sent, send out Y-NOA
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

## SAR 7 Ready to process after submit month

### Complete

- Process SAR 7
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments

### Incomplete and X-NOA sent

- X-NOA stands, case to remain in discontinuance status
- Client eligible to rescission if they meet "Good Cause"
- Client may be eligible to restoration if verifications provided within restoration month

### Incomplete and X-NOA not sent

- Call client, if able to clarify over the phone, document call and process SAR 7
- If unable to reach client, document call
- Send out Y-NOA
- Review budget for claims
- If it results in a claim, send out OP notices and enter case comments