

Common Client Questions & Answers

"Can I See the Contract Before I Pay?"

Context: Some prospects want to review the service agreement before committing. This is their legal right under CROA (Credit Repair Organizations Act).

How to Handle This

1. **Do NOT push back.** Clients have a federal right to receive a written disclosure and contract before paying. This is a reasonable request.
2. **Let them know you will send it.** Say: *"Absolutely — I will have our team send over the service agreement for you to review. Once you have had a chance to look it over, we can reconnect and get you started."*
3. **Escalate to your team lead or billing** to send the contract template. Tag `@Billing Team` in `#customer-support` on Discord with the client name and request.
4. **Follow up within 24 hours.** Do not let this go cold — schedule a callback to walk them through any questions.

Key CROA Reminders

- The contract must be signed by Crowned Advisors Inc. (our legal entity name)
- Clients have a **3-business-day cancellation right** after signing — this must be disclosed
- A separate **written disclosure statement** must be provided before the contract is signed
- See the [CROA Requirements](#) wiki page for full details

“ ⚠ **Team Leads:** If you do not know where the current contract template is stored or how to send it, escalate to management immediately. This is a compliance requirement, not optional.

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