



## CUSTOMER FREQUENTLY ASKED QUESTIONS

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### **WHAT HAPPENED WITH MY ACCOUNT?**

Your account and collections have been transferred to Sterling Credit Corp (SCC), a Georgia based finance company.

### **WHAT'S GOING TO CHANGE?**

Nothing changes regarding your account except for whom you make your payment to; your balance, next due date and all other contract terms and conditions will remain the same.

### **HOW WILL I MAKE ALL MY FUTURE PAYMENTS?**

SCC Payment methods include:

- ✓ 24/7 Online at **sterlingcreditcorporation.com/customers**
  - SCC Account Number and customer's Zip Code required to pay on-line
- ✓ Over the phone, direct with SCC representative at **(877) 859-8401**
  - Check, Debit Card or Prepaid Debit Card accepted
  - Credit on Credit not allowed
  - Set-up with Automatic payment transactions
- ✓ 24/7 Call SCC's Automated Phone Payment System **(407) 214-3968**
- ✓ MoneyGram: **Code 14722**
- ✓ Mail in check or money-order
  - Payments should be addressed to: **Sterling Credit Corp**  
**P.O. Box 162449, Altamonte Springs, FL 32716**

No processing fees! Payment methods listed above are accepted by SCC at no additional charge!

### **WHAT ARE YOUR HOURS OF OPERATION?**

SCC representatives are available Monday – Friday: 8:00 AM to 7:00 PM (EST), however, payments can be made at any time on-line or through the Automated Phone Payment System.

### **IS THERE A BENEFIT TO TRANSFERRING MY ACCOUNT?**

SCC reports to the credit agency Equifax, giving you the opportunity to establish and/or build credit with continued payments

### **WILL I RECEIVE ANYTHING IN WRITING FROM STERLING CREDIT CORP?**

You will be notified by mail of the transfer within 5 business days. Please contact our office if you do not receive a welcome letter so we can confirm your mailing address.

### **WHO SHOULD I CONTACT IF I HAVE ANY ADDITIONAL QUESTIONS?**

You can contact SCC, toll-free, at **(877) 859-8401**.