

# WELCOME



*Penn's Program*  
CLIENT GUIDE

*Complete overview of Penn's Process and everything you need to  
know about us working with you*

# GUIDE

# HELLO & WELCOME

*Hello, my name is Jennifer Sanford, the Chief Operating Officer of Penn Equity Group LLC. I'm super excited to see you have taken an interest in us being able to serve you. Here at Penn, we pride ourselves on frosting the best relationships and experiences for all. I truly hope the relationship we form will be prosperous for both parties.*

*Jennifer Sanford*

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# HOW IT ALL BEGAN

Penn Equity Group was formed in New Mexico and registered as a foreign entity in Texas in July of 2022. Penn was birthed during very turbulent times. At a time when most businesses would have gone out of business, we raised to the challenge and stood on principles and morals. We ensured every client was made whole in the midst of our adversity. With the support of our family, friends, and community, we were able to create the Penn we all know and cherish today. From the beginning, Penn set out to be a different type of company- one that not only provides a service but also celebrates our client's success in recovering money owed to them. Our mission at Penn help businesses and individuals recover the funds owed to them as efficiently and effectively as possible, so they can focus on the things that matter most to them.



## ABOUT US

# *Penn's Credentials*

01

### *Registered...*

Penn Equity Group was formed in the State of New Mexico. In order to conduct business in the State of Texas, Penn registered as a foreign entity in Texas and met all the local, state, and federal requirements to operate in each state.

02

### *Bonded...*

New Mexico currently has no bonding requirements for providing credit repair or surplus funds recovery services. However, the State of Texas does have such requirements. Penn has met the state requirements and obtained a bond, which has been properly registered with the Secretary of State.

03

### *Insured...*

Penn Equity took it a step further by obtaining insurance, even though the State of New Mexico nor Texas requires it. Our goal is to ensure each client is fully protected. In the event that we are unsuccessful in pursuing a claim, clients will not be held financially liable or be disadvantaged in any way.



# CLIENT PROCESS

*An overview of Penn's Client Process*

# *Expectations*

## *What you expect from us*



*Professionalism*



*Timely Updates*



*Effective Communication*

## *What we need from you*



*Teamwork*



*Completing task ASAP*



*Communicating any changes/ updates*

## CLIENT PROCESS

# Working With Penn

## 01

### *Investigate*

We begin by completing a very comprehensive investigation through thousands of government, land, and court records. Our goal is to locate any potential surplus funds that may be available to you.

## 02

### *Sign*

After the extensive search, we will contact you to discuss the details of your case. During this consultation, we explain the surplus recovery process, review and sign all the documents, and answer any questions you may have.

## 03

### *Process*

This process takes time as we work through your file. We will send the document packet to the agency, communicate and navigate any issues in the effort to help you recover the funds.

## 04

### *Recover*

The last step is to recover, once we have recovered the funds, you will be notified immediately and a check will be mailed to the address you have on file with us via priority mail signature required.

## CLIENT PROCESS

# Enrolling With Penn

### 01 *Funds Verification*



We will get on a Zoom call and screen share to show you where the funds are being held and the amount(s), when provided, to prove legitimacy.

### 02 *Utilizing Service*



We will discuss what our service includes, pricing, and our “No Recovery, No Fee Guarantee.”

### 03 *Navigate Questions*



We will address any questions or concerns you have about the recovery process.

### 04 *Detail Enrollment*



We will discuss our quick 3-step enrollment process to get you from start to finish, so we can start processing your claim(s).

### 05 *Start Recovery*



Once enrollment is completed, we will be completing the necessary packet to help you recover the funds owed to you.



## CLIENT PROCESS

# Program Timeline

1

### *Complete Enrollment*

Clients are given 3 days to complete enrollment, typically it takes most people less than 30 mins to complete the enrollment forms.

2

### *Gather Documentation*

We do our best to get all claims processed within 72 hours of client enrollment, normally we can get this completed by the end of day.

3

### *Submit Documentation*

Next, we submit the documents to the entity holding the funds, the receiving entity's timeline varies and is beyond our control.

4

### *Recover Funds*

Once we have recovered the funds and the check clears, you will be notified and a cashier's check will be mailed to you within 48 hours.

5

### *Leave Review*

Once your file is complete, we kindly ask that you leave us a review after all services have been rendered to help us grow!

# WORKING TOGETHER

*Contacting Penn and FAQs*



## CLIENT PROCESS

# Contact Details

### *How to Contact Us*

The best way to contact us is by email. We respond to each client as we receive incoming communication. Since we are closed on weekends, correspondence will be worked starting with the oldest message to the most current message. In the event that it is a time-pressing issue, give us a call and leave a message. We will be sure to give you a callback as soon as possible.

#### SEND US AN EMAIL

[support@pennequitygroup.com](mailto:support@pennequitygroup.com)

#### CONTACT BY PHONE

866-985-1550

### *Our Business Hours*

We are closed on all major holidays. Hours are subject to change.

#### BUSINESS HOURS

Monday - Friday  
10am - 5pm  
Central Standard Time

### *Response Times*

During business hours we try our best to respond within an hour or two by email. In cases of emergency we will respond on weekends.

# FAQS

## *Q1. Is this a scam?*

No, they only made 1 attempt to locate you but could not reach you. We do not ask for any of your banking information at all, show where the funds are located, and only get paid once we have successfully recovered your funds.

## *Q2. How did you find me?*

We employ various methods, including public records searches, online databases, and skip-tracing techniques.

## *Q3. How come they didn't notify me?*

They did, the court only mails a notice out to you once. When you don't respond to that notice, the Trustee files a report notifying the court that they have deposited the funds since they did not get a response from you or your estate.

## *Q4. Can I submit a new address & do it myself?*

Submitting a change of address will not be enough, you will be denied. Of course, you can do it yourself if you have a working knowledge of the process, how to complete court documents, and resolve possible nuances.

# FAQS

# FAQS

## *Q5. Can they just resend the payment?*

No, they can not, you must complete the process and submit forms requirement in order for them to release your unclaimed funds, you know have to prove you are the proper party.

## *Q6. What is your fee?*

Our fee is 20% of the net amount. Once the claim is successfully paid out, we will be paid 20% and you will get a check for the remaining 80%. There are absolutely no additional costs or hidden fees.

## *Q7. Explain the “No Recovery, No Fee Guarntee”*

Simply put, if we are unsuccessful in recovering your funds, you will not owe us any money, regardless of how much we spent processing your claim. We only charge our 20% fee once we have successfully recovered your funds.

## *Q8. Can't my lawyer just do it?*

They can if they offer this as a service, but the case has been closed, so that lawyer no longer represents you. Also keep in mind that your lawyer didn't even notify you of the unclaimed funds, which have been here for a while now.

# FAQS

# FAQS

## *Q9. How long does the process take?*

It usually takes several weeks, hearings are not usually needed in cases of bankruptcy unclaimed funds. We will keep you updated as your case progresses.

## *Q10. Why are the funds available?*

In the case of bankruptcy overages, the courts don't always give an exact reason, we were just able to verify the funds are there. In the case of mortgage or tax overages, they were able to get more than what was owed on the home.

## *Q11. What other claims do you assist with?*

We can check for mortgage and tax overages, unclaimed state funds, and bankruptcy funds.

## *Q12. How can I hire you help me?*

Click the booking link to setup a call so we can get you enrolled and start processing your claim(s).

# FAQS



# WHAT'S NEXT?

Click the button to book a call we look forward to working with you!

[BECOME A CLIENT](#)