**PREPARING THE CLIENT FOR TAX FEE**

1. First call from the bank is letting them know that they received 2 wires in the intermediate bank in New York.
2. The second call is to let them know about the tax and that there is a hold from the bank and IRS in Mexico.
3. Third call is from the attorney explaining the problem and the solution offering the Gdoc.
4. After this they may need a push from the buyer if attorney requests it.

**UNDERSTANDING THE CP CHARGE**

1. The funds are on hold in New York in the intermediate bank by the tax agency
2. The buyer has tried to pay the taxes for the seller, but it was not possible.
3. The attorney tried to get the wire hold lifted and has contacted the buyer that this cannot happen.
4. If the taxes are not paid by the seller the money will go back to Mexico and the sale will be canceled.
5. The buyer has tried to do everything to avoid the seller from paying the tax and the attorney also tried, but there is no other way to complete the sale except for the seller to make the tax payment.

**DON'T LEAVE THE DOORS OPEN**

1. When calling as the buyer, let the client know your upset your money is on hold.
2. If the tax payment is not made, it will take the buyer 9 to 10 months to get his money back.
3. The buyer has reimbursed the taxes in advance
4. Remember, you can let the client know as a buyer that as soon as he makes payment the funds will be released the same day with no more problems and you will be able to complete the sale.

**Push Call Guide**

* Hi, My name is Kim from Trip Hedge I'm calling because we have a problem with the wire transfer that we sent to you for the sale of your membership, as you know we tried to pay your capital gain taxes, but no 3rd party can take care of that it has be the registered owner, at this point we both have no options but to cancel or have you pay the taxes so we can move forward with the sale, basically the best option would be for you to cover this amount to avoid having the funds come back to Mexico. If the taxes are not paid it will take 9 to 10 months because they will put the sale and funds under investigation for potential money laundering from our part.

**This is for the buyer to understand the process of the CP Charge the funds are in a New York bank on hold and you did try to pay the taxes for them, but was not able to remember there nothing else you can do the only option is for you cancel the sale because you as the buyer have already tried covering the taxes.**

Email in case client doesn’t answer,

Hello, Mr. And Mrs. Xxx this email communicates you that we are having a problem with the money we send you they are looking to cancel this sale, so please give us a call back at your earliest convince so we can discuss this matter.