



A FAST, PRACTICAL CHECKLIST FOR EVERY  
INTERACTION.

# ACC Navigation Checklist

## BEFORE CONTACT WITH ACC:

- I KNOW WHAT I'M ASKING FOR.
- I HAVE MY QUESTION WRITTEN DOWN.
- I HAVE MY FILE OR NOTES OPEN.
- I'VE DECIDED WHETHER I'M EMAILING OR SPEAKING ON THE PHONE.
- I HAVE MY SUPPORT PERSON READY (IF NEEDED).
- I KNOW MY RIGHTS FOR THIS SITUATION.

## DURING THE INTERACTION:

- I STAYED CALM AND GROUNDED.
- I ASKED FOR WRITTEN CONFIRMATION IF NEEDED.
- I DIDN'T AGREE TO ANYTHING UNCLEAR.
- I REQUESTED CLARITY WHEN SOMETHING DIDN'T MAKE SENSE.
- I KEPT NOTES OF WHAT WAS SAID.

## AFTER THE INTERACTION:

- I DOCUMENTED THE KEY POINTS.
- I SAVED THE EMAIL/NOTES IN MY ACC FOLDER.
- I IDENTIFIED MY NEXT STEP.
- I CHECKED IF ANY FOLLOW-UP IS NEEDED.
- I CORRECTED ANY INACCURACIES IN WRITING.