Customer H had a balance of 696.49 in Feb of 2023. A LIHWAP payment was made on the account bringing the account to a zero balance. In April of 2024, I was contacted by the customer asking for the account to be put into a family member’s name. The residence was put into this family member’s name as well. I created a new account for the residence and agreed to let payments be made on the old account. I did not transfer the balance onto the new account.