

QC Sample	Apr-10	
	Total Number	Sample Size
Balance Review	(b)(4) 4,145	380
Phone Calls Attempted	92,585	21
Borrower Contacts	4,734	69
Borrower Call-Ins	15,470	90
Correspondence	547	110
(b)(4) Delinquent Accounts	29	0
AWG Accounts	74	30
Litigation Packages	0	0
Compromises Offered	21	21
Consolidations Offered	0	0
ICRP Cons. Offered	179	0
LVCs	87	87
(b)(4) Rehabilitation's Offered	535	524
Rehabilitation's Submitted	0	0
Letters Generated	15,939	551
Death Resolutions	7	7
Disability Resolutions	9	9
Bankruptcy Resolutions	3	0
Incarcerations	29	7
EFT - Account Update	22 Files	308
EFT - Billing	3 Files	76
EFT - Returns	14 Files	35
(b)(4) Accounts Recalled by ED	4 Files	81
Accounts in Suspense	69	0

QC Sample	Apr-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	380
Phone Calls Attempted	44,627	21
Borrower Contacts	1,342	69
Borrower Call-Ins	15,470	90
Correspondence	547	110
Delinquent Accounts	29	0
AWG Accounts	74	30
Litigation Packages	0	0
Compromises Offered	21	21
Consolidations Offered	0	0
ICRP Cons. Offered	179	0
LVCs	87	87
Rehabilitation's Offered	535	524
Rehabilitation's Submitted	0	0
Letters Generated	15,939	551
Death Resolutions	7	7
Disability Resolutions	9	9
Bankruptcy Resolutions	3	0
Incarcerations	29	7
EFT - Account Update	22 Files	308
EFT - Billing	3 Files	76
EFT - Returns	14 Files	35
Accounts Recalled by ED	4 Files	81
Accounts in Suspense	69	0

QC Sample	May-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	271
Phone Calls Attempted	10,698	22
Borrower Contacts	2,929	20
Borrower Call-Ins	14,015	0
Correspondence	609	100
Delinquent Accounts	29	0
AWG Accounts	182	45
Litigation Packages	0	0
Compromises Offered	18	18
Consolidations Offered	0	0
ICRP Cons. Offered	158	0
LVCs	66	66
Rehabilitation's Offered	389	385
Rehabilitation's Submitted	0	0
Letters Generated	11,969	480
Death Resolutions	37	37
Disability Resolutions	7	7
Bankruptcy Resolutions	0	0
Incarcerations	23	17
EFT - Account Update	20 Files	267
EFT - Billing	3 Files	75
EFT - Returns	17 Files	76
Accounts Recalled by ED	4 Files	195
Accounts in Suspense	78	0

QC Sample	May-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	289
Phone Calls Attempted	14,215	20
Borrower Contacts	869	19
Borrower Call-Ins	14,015	0
Correspondence	408	100
Delinquent Accounts	289	0
AWG Accounts	122	45
Litigation Packages	0	0
Compromises Offered	12	12
Consolidations Offered	0	0
ICRP Cons. Offered	16	0
LVCs	31	31
Rehabilitation's Offered	61	61
Rehabilitation's Submitted	224	100
Letters Generated	3,005	477
Death Resolutions	1	1
Disability Resolutions	12	12
Bankruptcy Resolutions	0	0
Incarcerations	4	1
EFT - Account Update	20 Files	267
EFT - Billing	3 Files	75
EFT - Returns	4 Files	5
Accounts Recalled by ED	4 Files	297
Accounts in Suspense	123	0

QC Sample	Jun-10	
	Total Number	Sample Size
Balance Review	b)(4) 6,170	362
Phone Calls Attempted	133,293	2
Borrower Contacts	2,859	19
Borrower Call-Ins	14,113	0
Correspondence	519	110
Delinquent Accounts	29	0
AWG Accounts	124	35
Litigation Packages	0	0
Compromises Offered	5	5
Consolidations Offered	0	0
ICRP Cons. Offered	169	0
LVCs	101	101
Rehabilitation's Offered	391	388
Rehabilitation's Submitted	0	0
Letters Generated	12,309	551
Death Resolutions	29	25
Disability Resolutions	15	10
Bankruptcy Resolutions	0	0
Incarcerations	16	16
EFT - Account Update	22 Files	308
EFT - Billing	3 Files	75
EFT - Returns	29 Files	75
Accounts Recalled by ED	5 Files	209
Accounts in Suspense		

QC Sample	Jun-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	217
Phone Calls Attempted	8,409	1
Borrower Contacts	663	19
Borrower Call-Ins	14,113	0
Correspondence	267	110
Delinquent Accounts	289	0
AWG Accounts	110	40
Litigation Packages	0	0
Compromises Offered	12	12
Consolidations Offered	0	0
ICRP Cons. Offered	187	0
LVCs	19	19
Rehabilitation's Offered	55	53
Rehabilitation's Submitted	226	104
Letters Generated	2,543	545
Death Resolutions	16	2
Disability Resolutions	5	5
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	22 Files	300
EFT - Billing	3 Files	75
EFT - Returns	5 Files	16
Accounts Recalled by ED	5 Files	144
Accounts in Suspense	85	0

QC Sample	Jul-10	
	Total Number	Sample Size
Balance Review	(b)(4) 11,846	362
Phone Calls Attempted	14,283	8
Borrower Contacts	3,178	24
Borrower Call-Ins	14,486	1
Correspondence	491	100
Delinquent Accounts	29	0
AWG Accounts	165	63
Litigation Packages	0	0
Compromises Offered	13	13
Consolidations Offered	0	0
ICRP Cons. Offered	167	0
LVCs	79	79
Rehabilitation's Offered	415	327
Rehabilitation's Submitted	150	28
Letters Generated	24,447	456
Death Resolutions	6	6
Disability Resolutions	8	6
Bankruptcy Resolutions	0	0
Incarcerations	20	16
EFT - Account Update	20 Files	279
EFT - Billing	2 Files	50
EFT - Returns	12 Files	24
Accounts Recalled by ED	2 Files	176
Accounts in Suspense	85	30

QC Sample	Jul-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	213
Phone Calls Attempted	5,754	8
Borrower Contacts	539	24
Borrower Call-Ins	14,486	1
Correspondence	189	100
Delinquent Accounts	289	0
AWG Accounts	57	25
Litigation Packages	0	0
Compromises Offered	10	10
Consolidations Offered	0	0
ICRP Cons. Offered	22	0
LVCs	11	11
Rehabilitation's Offered	54	50
Rehabilitation's Submitted	153	72
Letters Generated	1,783	451
Death Resolutions	0	0
Disability Resolutions	4	4
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	20 Files	240
EFT - Billing	2 Files	50
EFT - Returns	1 Files	0
Accounts Recalled by ED	2 Files	243
Accounts in Suspense	95	89



QC Sample	Aug-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	291
Phone Calls Attempted	173,267	23
Borrower Contacts	4,451	15
Borrower Call-Ins	12,292	2
Correspondence	675	100
Delinquent Accounts	29	0
AWG Accounts	238	60
Litigation Packages	0	0
Compromises Offered	14	14
Consolidations Offered	0	0
ICRP Cons. Offered	249	0
LVCs	85	85
Rehabilitation's Offered	(b)(4) 593	357
Rehabilitation's Submitted	148	63
Letters Generated	24,829	430
Death Resolutions	23	23
Disability Resolutions	8	8
Bankruptcy Resolutions	0	0
Incarcerations	9	9
EFT - Account Update	22 Files	238
EFT - Billing	3 Files	46
EFT - Returns	12 Files	30
Accounts Recalled by ED	(b)(4) 5 Files	312
Accounts in Suspense	126	82

QC Sample	Aug-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	261
Phone Calls Attempted	5,477	22
Borrower Contacts	549	14
Borrower Call-Ins	12,292	2
Correspondence	232	115
Delinquent Accounts	289	0
AWG Accounts	69	20
Litigation Packages	0	0
Compromises Offered	3	3
Consolidations Offered	0	0
ICRP Cons. Offered	17	0
LVCs	10	10
Rehabilitation's Offered	48	32
Rehabilitation's Submitted	134	56
Letters Generated	1,768	426
Death Resolutions	1	1
Disability Resolutions	2	2
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	22 Files	183
EFT - Billing	3 Files	66
EFT - Returns	2 Files	2
Accounts Recalled by ED	5 Files	404
Accounts in Suspense	76	0

QC Sample	Sep-10	
	Total Number	Sample Size
Balance Review	(b)(4) 8,709	409
Phone Calls Attempted	16,776	17
Borrower Contacts	4,374	4
Borrower Call-Ins	12,264	0
Correspondence	777	100
Delinquent Accounts	29	0
AWG Accounts	255	48
Litigation Packages	0	0
Compromises Offered	14	14
Consolidations Offered	0	0
ICRP Cons. Offered	226	0
LVCs	87	87
Rehabilitation's Offered	421	416
Rehabilitation's Submitted	183	50
Letters Generated	16,038	455
Death Resolutions	43	30
Disability Resolutions	7	7
Bankruptcy Resolutions	0	0
Incarcerations	36	12
EFT - Account Update	21 Files	294
EFT - Billing	3 Files	75
EFT - Returns	30 Files	124
Accounts Recalled by ED	4 Files	240
Accounts in Suspense	105	0

QC Sample	Sep-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	220
Phone Calls Attempted	4,326	18
Borrower Contacts	450	3
Borrower Call-Ins	12,264	1
Correspondence	191	100
Delinquent Accounts	289	0
AWG Accounts	11	10
Litigation Packages	0	0
Compromises Offered	8	8
Consolidations Offered	0	0
ICRP Cons. Offered	11	0
LVCs	9	9
Rehabilitation's Offered	41	36
Rehabilitation's Submitted	111	50
Letters Generated	1,335	438
Death Resolutions	2	2
Disability Resolutions	2	2
Bankruptcy Resolutions	0	0
Incarcerations	2	2
EFT - Account Update	21 Files	200
EFT - Billing	3 Files	75
EFT - Returns	4 Files	4
Accounts Recalled by ED	4 Files	194
Accounts in Suspense	59	0

QC Sample	Oct-10	
	Total Number	Sample Size
Balance Review	(b)(4) 17,470	279
Phone Calls Attempted	166,961	31
Borrower Contacts	4,736	18
Borrower Call-Ins	13,412	2
Correspondence	712	100
Delinquent Accounts	167	0
AWG Accounts	247	65
Litigation Packages	0	0
Compromises Offered	16	16
Consolidations Offered	0	0
ICRP Cons. Offered	301	0
LVCs	116	116
Rehabilitation's Offered	785	755
Rehabilitation's Submitted	342	71
Letters Generated	34,540	502
Death Resolutions	30	29
Disability Resolutions	5	5
Bankruptcy Resolutions	0	0
Incarcerations	12	12
EFT - Account Update	21 Files	295
EFT - Billing	2 Files	51
EFT - Returns	9 Files	41
Accounts Recalled by ED	4 Files	227
Accounts in Suspense	147	0

QC Sample	Oct-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	117
Phone Calls Attempted	2,772	23
Borrower Contacts	292	6
Borrower Call-Ins	13,412	1
Correspondence	150	100
Delinquent Accounts	109	0
AWG Accounts	15	15
Litigation Packages	0	0
Compromises Offered	3	3
Consolidations Offered	0	0
ICRP Cons. Offered	5	0
LYCs	7	7
Rehabilitation's Offered	33	29
Rehabilitation's Submitted	197	62
Letters Generated	1,186	490
Death Resolutions	1	1
Disability Resolutions	2	2
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	21 Files	139
EFT - Billing	2 Files	51
EFT - Returns	1 Files	2
Accounts Recalled by ED	4 Files	104
Accounts in Suspense	62	0

QC Sample	Nov-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	281
Phone Calls Attempted	183,577	14
Borrower Contacts	5,896	7
Borrower Call-Ins	13,827	1
Correspondence	942	105
Delinquent Accounts	353	0
AWG Accounts	347	87
Litigation Packages	0	0
Compromises Offered	19	19
Consolidations Offered	0	0
ICRP Cons. Offered	355	0
LVCs	133	133
Rehabilitation's Offered	784	539
Rehabilitation's Submitted	201	76
Letters Generated	36,684	525
Death Resolutions	16	16
Disability Resolutions	7	7
Bankruptcy Resolutions	1	0
Incarcerations	9	9
EFT - Account Update	21 Files	295
EFT - Billing	3 Files	75
EFT - Returns	7 Files	23
Accounts Recalled by ED	5 Files	321
Accounts in Suspense	162	0

QC Sample	Nov-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	224
Phone Calls Attempted	2,678	9
Borrower Contacts	298	0
Borrower Call-Ins	13,827	0
Correspondence	113	105
Delinquent Accounts	133	0
AWG Accounts	4	4
Litigation Packages	0	0
Compromises Offered	5	5
Consolidations Offered	0	0
ICRP Cons. Offered	4	0
LVCs	8	8
Rehabilitation's Offered	(b)(4) 26	18
Rehabilitation's Submitted	81	36
Letters Generated	1,044	494
Death Resolutions	3	3
Disability Resolutions	1	1
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	21 Files	142
EFT - Billing	3 Files	75
EFT - Returns	2 Files	2
Accounts Recalled by ED	(b)(4) 4 Files	124
Accounts in Suspense	62	0



QC Sample	Dec-10	
	Total Number	Sample Size
Balance Review	(b)(4) 6,044	384
Phone Calls Attempted	180,658	47
Borrower Contacts	5,402	25
Borrower Call-Ins	15,188	4
Correspondence	993	105
Delinquent Accounts	384	0
AWG Accounts	403	100
Litigation Packages	0	0
Compromises Offered	17	17
Consolidations Offered	0	0
ICRP Cons. Offered	303	0
LVCs	68	68
Rehabilitation's Offered	760	544
Rehabilitation's Submitted	411	86
Letters Generated	18,704	525
Death Resolutions	0	0
Disability Resolutions	17	17
Bankruptcy Resolutions	3	0
Incarcerations	5	5
EFT - Account Update	20 Files	294
EFT - Billing	2 Files	50
EFT - Returns	12 Files	100
Accounts Recalled by ED	4 Files	412
Accounts in Suspense	124	0

QC Sample	Dec-10	
	Total Number	Sample Size
Balance Review	(b)(4) 0	230
Phone Calls Attempted	2,198	46
Borrower Contacts	227	25
Borrower Call-Ins	15,188	3
Correspondence	136	105
Delinquent Accounts	118	0
AWG Accounts	3	3
Litigation Packages	0	0
Compromises Offered	1	1
Consolidations Offered	0	0
ICRP Cons. Offered	5	0
LVCs	2	2
Rehabilitation's Offered	(b)(4) 28	17
Rehabilitation's Submitted	(b)(4) 139	31
Letters Generated	(b)(4) 826	468
Death Resolutions	2	1
Disability Resolutions	1	1
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	19 Files	123
EFT - Billing	2 Files	50
EFT - Returns	1 Files	1
Accounts Recalled by ED	(b)(4) 4 Files	270
Accounts in Suspense	57	0

QC Sample	Jan-11	
	Total Number	Sample Size
Balance Review	(b)(4) 12,309	314
Phone Calls Attempted	165,481	62
Borrower Contacts	5,371	33
Borrower Call-Ins	16,941	4
Correspondence	1,121	105
Delinquent Accounts	217	0
AWG Accounts	359	90
Litigation Packages	0	0
Compromises Offered	24	24
Consolidations Offered	0	0
ICRP Cons. Offered	312	0
LVCs	58	58
Rehabilitation's Offered	840	829
Rehabilitation's Submitted	231	92
Letters Generated	14,153	525
Death Resolutions	12	3
Disability Resolutions	14	13
Bankruptcy Resolutions	2	0
Incarcerations	26	20
EFT - Account Update	21 Files	294
EFT - Billing	3 Files	75
EFT - Returns	5 Files	24
Accounts Recalled by ED	4 Files	287
Accounts in Suspense	136	0

QC Sample	Jan-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	259
Phone Calls Attempted	2,218	62
Borrower Contacts	230	34
Borrower Call-Ins	16,941	3
Correspondence	81	81
Delinquent Accounts	51	0
AWG Accounts	4	4
Litigation Packages	0	0
Compromises Offered	2	2
Consolidations Offered	0	0
ICRP Cons. Offered	7	0
LVCs	2	2
Rehabilitation's Offered	38	36
Rehabilitation's Submitted	39	23
Letters Generated	680	457
Death Resolutions	2	0
Disability Resolutions	1	1
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	21 Files	129
EFT - Billing	3 Files	75
EFT - Returns	1 Files	1
Accounts Recalled by ED	4 Files	186
Accounts in Suspense	57	0

QC Sample	Feb-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	250
Phone Calls Attempted	172,108	18
Borrower Contacts	5,450	19
Borrower Call-Ins	5,719	3
Correspondence	1,035	100
Delinquent Accounts	369	0
AWG Accounts	400	100
Litigation Packages	0	0
Compromises Offered	26	26
Consolidations Offered	0	0
ICRP Cons. Offered	324	0
LVCs	156	156
Rehabilitation's Offered	(b)(4) 837	696
Rehabilitation's Submitted	215	102
Letters Generated	27,732	500
Death Resolutions	19	8
Disability Resolutions	2	2
Bankruptcy Resolutions	0	0
Incarcerations	33	33
EFT - Account Update	20 Files	280
EFT - Billing	3 Files	75
EFT - Returns	8 Files	25
Accounts Recalled by ED	(b)(4) 4 Files	369
Accounts in Suspense	156	0

QC Sample	Feb-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	206
Phone Calls Attempted	1,909	18
Borrower Contacts	216	19
Borrower Call-Ins	5,719	3
Correspondence	79	79
Delinquent Accounts	77	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	2	2
Consolidations Offered	0	0
ICRP Cons. Offered	2	0
LVCs	3	3
Rehabilitation's Offered	31	31
Rehabilitation's Submitted	33	17
Letters Generated	573	368
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	20 Files	140
EFT - Billing	3 Files	75
EFT - Returns	1 Files	1
Accounts Recalled by ED	4 Files	109
Accounts in Suspense	59	0

QC Sample	Mar-11	
	Total Number	Sample Size
Balance Review	(b)(4) 5,766	300
Phone Calls Attempted	199,185	88
Borrower Contacts	5,799	38
Borrower Call-Ins	12,346	7
Correspondence	1,149	115
Delinquent Accounts	463	0
AWG Accounts	426	43
Litigation Packages	0	0
Compromises Offered	37	37
Consolidations Offered	0	0
ICRP Cons. Offered	323	0
LVCs	181	181
Rehabilitation's Offered	752	739
Rehabilitation's Submitted	241	89
Letters Generated	20,319	575
Death Resolutions	40	33
Disability Resolutions	29	28
Bankruptcy Resolutions	0	0
Incarcerations	76	64
EFT - Account Update	23 Files	322
EFT - Billing	3 Files	75
EFT - Returns	19 Files	95
Accounts Recalled by ED	5 Files	230
Accounts in Suspense	123	0

QC Sample	Mar-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	200
Phone Calls Attempted	2,133	88
Borrower Contacts	228	38
Borrower Call-Ins	12,346	7
Correspondence	85	85
Delinquent Accounts	55	0
AWG Accounts	1	0
Litigation Packages	0	0
Compromises Offered	6	6
Consolidations Offered	0	0
ICRP Cons. Offered	7	0
LVCs	4	4
Rehabilitation's Offered	45	44
Rehabilitation's Submitted	30	12
Letters Generated	476	394
Death Resolutions	1	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	23 Files	123
EFT - Billing	3 Files	75
EFT - Returns	0 Files	0
(b)(4) Accounts Recalled by ED	5 Files	198
Accounts in Suspense	61	0



QC Sample	Apr-11	
	Total Number	Sample Size
Balance Review	(b)(4) 17,069	259
Phone Calls Attempted	169,954	28
Borrower Contacts	5,240	15
Borrower Call-Ins	11,908	2
Correspondence	985	105
Delinquent Accounts	(b)(4) 328	0
AWG Accounts	372	38
Litigation Packages	0	0
Compromises Offered	16	16
Consolidations Offered	0	0
ICRP Cons. Offered	294	0
LVCs	130	130
Rehabilitation's Offered	848	842
Rehabilitation's Submitted	277	91
Letters Generated	32,330	525
Death Resolutions	1	1
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	16	16
EFT - Account Update	19 Files	266
EFT - Billing	2 Files	50
EFT - Returns	3 Files	16
(b)(4) Accounts Recalled by ED	4 Files	442
Accounts in Suspense	134	0

QC Sample	Apr-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	207
Phone Calls Attempted	2,103	27
Borrower Contacts	181	14
Borrower Call-Ins	11,908	1
Correspondence	71	71
Delinquent Accounts	(b)(4) 48	0
AWG Accounts	3	0
Litigation Packages	0	0
Compromises Offered	4	4
Consolidations Offered	0	0
ICRP Cons. Offered	5	0
LVCs	8	8
Rehabilitation's Offered	(b)(4) 23	23
Rehabilitation's Submitted	26	13
Letters Generated	465	377
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	18 Files	120
EFT - Billing	2 Files	50
EFT - Returns	0 Files	0
Accounts Recalled by ED	(b)(4) 4 Files	69
Accounts in Suspense	59	0

QC Sample	May-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	262
Phone Calls Attempted	204,355	35
Borrower Contacts	6,212	24
Borrower Call-Ins	12,620	2
Correspondence	1,129	105
Delinquent Accounts	259	0
AWG Accounts	514	99
Litigation Packages	0	0
Compromises Offered	23	23
Consolidations Offered	0	0
ICRP Cons. Offered	250	0
LVCs	153	153
(b)(4) Rehabilitation's Offered	785	720
Rehabilitation's Submitted	249	64
Letters Generated	33,839	525
Death Resolutions	44	44
Disability Resolutions	31	31
Bankruptcy Resolutions	0	0
Incarcerations	42	42
EFT - Account Update	21 Files	281
EFT - Billing	2 Files	50
EFT - Returns	18 Files	64
(b)(4) Accounts Recalled by ED	4 Files	319
Accounts in Suspense	87	0

QC Sample	May-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	207
Phone Calls Attempted	1,261	35
Borrower Contacts	137	23
Borrower Call-Ins	12,620	2
Correspondence	60	60
Delinquent Accounts	36	0
AWG Accounts	17	3
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	5	5
Rehabilitation's Offered	20	15
Rehabilitation's Submitted	36	12
Letters Generated	379	313
Death Resolutions	0	0
Disability Resolutions	3	3
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	21 Files	101
EFT - Billing	2 Files	50
EFT - Returns	0 Files	0
Accounts Recalled by ED	(b)(4) 4 Files	51
Accounts in Suspense	60	0

QC Sample	Jun-11	
	Total Number	Sample Size
Balance Review	(b)(4) 5,008	243
Phone Calls Attempted	163,146	117
Borrower Contacts	4,985	69
Borrower Call-Ins	12,299	5
Correspondence	1,101	110
(b)(4) Delinquent Accounts	394	0
AWG Accounts	585	56
Litigation Packages	0	0
Compromises Offered	21	21
Consolidations Offered	0	0
ICRP Cons. Offered	217	0
LVCs	165	165
(b)(4) Rehabilitation's Offered	702	687
Rehabilitation's Submitted	217	49
Letters Generated	17,213	525
Death Resolutions	47	38
Disability Resolutions	17	17
Bankruptcy Resolutions	0	0
Incarcerations	31	15
EFT - Account Update	22 Files	308
EFT - Billing	3 Files	50
EFT - Returns	13 Files	96
(b)(4) Accounts Recalled by ED	5 Files	233
Accounts in Suspense	98	0

QC Sample	Jun-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	205
Phone Calls Attempted	1,039	117
Borrower Contacts	100	69
Borrower Call-Ins	12,299	4
Correspondence	58	58
Delinquent Accounts	38	0
AWG Accounts	9	1
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	5	0
LVCs	5	5
Rehabilitation's Offered	23	23
Rehabilitation's Submitted	15	8
Letters Generated	479	366
Death Resolutions	1	1
Disability Resolutions	4	3
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	22 Files	89
EFT - Billing	2 Files	50
EFT - Returns	1 Files	1
Accounts Recalled by ED	5 Files	62
Accounts in Suspense	58	0

QC Sample	Jul-11	
	Total Number	Sample Size
Balance Review	(b)(4) 15,294	233
Phone Calls Attempted	159,171	62
Borrower Contacts	4,552	49
Borrower Call-Ins	9,759	2
Correspondence	737	100
Delinquent Accounts	404	0
AWG Accounts	460	60
Litigation Packages	0	0
Compromises Offered	14	14
Consolidations Offered	0	0
ICRP Cons. Offered	4	0
LVCs	70	70
Rehabilitation's Offered	501	494
Rehabilitation's Submitted	336	44
Letters Generated	31,224	452
Death Resolutions	31	31
Disability Resolutions	23	23
Bankruptcy Resolutions	0	0
Incarcerations	11	11
EFT - Account Update	20 Files	301
EFT - Billing	3 Files	75
EFT - Returns	9 Files	40
(b)(4) Accounts Recalled by ED	4 Files	244
Accounts in Suspense	120	0

QC Sample	Jul-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	204
Phone Calls Attempted	2,179	61
Borrower Contacts	161	49
Borrower Call-Ins	9,759	2
Correspondence	62	62
Delinquent Accounts	33	0
AWG Accounts	8	0
Litigation Packages	0	0
Compromises Offered	2	2
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	2	2
Rehabilitation's Offered	17	17
Rehabilitation's Submitted	16	4
Letters Generated	604	404
Death Resolutions	1	0
Disability Resolutions	5	5
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	20 Files	111
EFT - Billing	3 Files	75
EFT - Returns	0 Files	0
(b)(4) Accounts Recalled by ED	4 Files	53
Accounts in Suspense	58	0



QC Sample	Aug-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	282
Phone Calls Attempted	17,932	50
Borrower Contacts	5,591	34
Borrower Call-Ins	11,751	7
Correspondence	881	95
Delinquent Accounts	701	0
AWG Accounts	732	69
Litigation Packages	0	0
Compromises Offered	22	22
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	23	23
Rehabilitation's Offered	749	743
Rehabilitation's Submitted	87	21
Letters Generated	16,985	551
Death Resolutions	62	62
Disability Resolutions	43	12
Bankruptcy Resolutions	0	0
Incarcerations	53	53
EFT - Account Update	23 Files	306
EFT - Billing	3 Files	74
EFT - Returns	15 Files	100
Accounts Recalled by ED	5 Files	227
Accounts in Suspense	162	0

QC Sample	Aug-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	204
Phone Calls Attempted	1,483	49
Borrower Contacts	128	34
Borrower Call-Ins	11,751	6
Correspondence	48	48
Delinquent Accounts	42	0
AWG Accounts	18	6
Litigation Packages	0	0
Compromises Offered	2	2
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	2	2
Rehabilitation's Offered	13	13
Rehabilitation's Submitted	6	5
Letters Generated	438	384
Death Resolutions	0	0
Disability Resolutions	2	2
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	23 Files	95
EFT - Billing	3 Files	71
EFT - Returns	2 Files	24
(b)(4) Accounts Recalled by ED	5 Files	64
Accounts in Suspense	55	0

QC Sample	Sep-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	296
Phone Calls Attempted	152,364	44
Borrower Contacts	4,609	39
Borrower Call-Ins	11,377	5
Correspondence	900	105
Delinquent Accounts	926	0
AWG Accounts	197	20
Litigation Packages	0	0
Compromises Offered	14	14
Consolidations Offered	0	0
ICRP Cons. Offered	4	0
LVCs	6	6
Rehabilitation's Offered	495	475
Rehabilitation's Submitted	0	0
Letters Generated	14,391	469
Death Resolutions	26	26
Disability Resolutions	14	14
Bankruptcy Resolutions	0	0
Incarcerations	19	19
EFT - Account Update	10 Files	140
EFT - Billing	0 Files	0
EFT - Returns	5 Files	24
Accounts Recalled by ED	2 Files	80
Accounts in Suspense	165	0

QC Sample	Sep-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	178
Phone Calls Attempted	1,847	44
Borrower Contacts	141	38
Borrower Call-Ins	11,377	5
Correspondence	47	47
Delinquent Accounts	51	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	23	0
Rehabilitation's Offered	0	21
Rehabilitation's Submitted	420	0
Letters Generated	0	336
Death Resolutions	2	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	9 Files	36
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
Accounts Recalled by ED	2 Files	14
Accounts in Suspense	55	0

QC Sample	Oct-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0*
Phone Calls Attempted	165,184	63
Borrower Contacts	4,573	51
Borrower Call-Ins	3,147	3
Correspondence	753	105
Delinquent Accounts	1,279	0
AWG Accounts	628	64
Litigation Packages	0	0
Compromises Offered	17	17
Consolidations Offered	0	0
ICRP Cons. Offered	5	0
LVCs	0	0
Rehabilitation's Offered	486	486
Rehabilitation's Submitted	0	0**
Letters Generated	12,235	0***
Death Resolutions	43	43
Disability Resolutions	21	21
Bankruptcy Resolutions	0	0
Incarcerations	29	29
EFT - Account Update	0 Files	0****
EFT - Billing	0 Files	0****
EFT - Returns	0 Files	0****
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	183	0

QC Sample	Oct-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0*
Phone Calls Attempted	1,866	61
Borrower Contacts	145	50
Borrower Call-Ins	3,147	3
Correspondence	21	21
Delinquent Accounts	56	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	27	27
Rehabilitation's Submitted	0	0**
Letters Generated	524	0***
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0****
EFT - Billing	0 Files	0****
EFT - Returns	0 Files	0****
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	56	0

QC Sample	Nov-11	
	Total Number	Sample Size
Balance Review	b)(4) 0	222
Phone Calls Attempted	122,214	173
Borrower Contacts	3,380	110
Borrower Call-Ins	6,330	11
Correspondence	671	95
Delinquent Accounts	1,254	0
AWG Accounts	556	55
Litigation Packages	0	0
Compromises Offered	14	14
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	0	0
Rehabilitation's Offered	346	320
Rehabilitation's Submitted	0	0*
Letters Generated	8,489	0**
Death Resolutions	37	37
Disability Resolutions	39	39
Bankruptcy Resolutions	0	0
Incarcerations	44	42
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	202	0

QC Sample	Nov-11	
	Total Number	Sample Size
Balance Review	b)(4) 0	0*
Phone Calls Attempted	4,670	172
Borrower Contacts	198	110
Borrower Call-Ins	6,330	11
Correspondence	45	45
Delinquent Accounts	71	0
AWG Accounts	16	2
Litigation Packages	0	0
Compromises Offered	3	3
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	34	32
Rehabilitation's Submitted	0	0**
Letters Generated	707	0***
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0****
EFT - Billing	0 Files	0****
EFT - Returns	0 Files	0****
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	57	0



QC Sample	Dec-11	
	Total Number	Sample Size
Balance Review	<sup>b)(4)</sup> 5,792	736
Phone Calls Attempted	139,076	201
Borrower Contacts	4,284	101
Borrower Call-Ins	13,292	12
Correspondence	769	105
<del>Delinquent Accounts</del>	1,502	0
AWG Accounts	751	79
Litigation Packages	0	0
Compromises Offered	0	12
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	2	2
<del>Rehabilitation's Offered</del>	586	370
Rehabilitation's Submitted	12	12
Letters Generated	15,186	0*
Death Resolutions	101	101
Disability Resolutions	30	30
Bankruptcy Resolutions	0	0
Incarcerations	78	52
EFT - Account Update	0 Files	0**
EFT - Billing	0 Files	0**
EFT - Returns	0 Files	0**
<del>Accounts Recalled by ED</del>	0 Files	0
Accounts in Suspense	247	0

QC Sample	Dec-11	
	Total Number	Sample Size
Balance Review	(b)(4) 0	135
Phone Calls Attempted	1,676	199
Borrower Contacts	131	101
Borrower Call-Ins	13,292	11
Correspondence	37	37
Delinquent Accounts	61	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	1	1
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	0	0
Rehabilitation's Offered	(b)(4) 23	18
Rehabilitation's Submitted	0	0*
Letters Generated	832	0**
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	(b)(4) 0 Files	0
Accounts in Suspense	57	0

QC Sample	Jan-12	
	Total Number	Sample Size
Balance Review	(b)(4) 6,177	394
Phone Calls Attempted	163,830	141
Borrower Contacts	5,430	83
Borrower Call-Ins	16,775	6
Correspondence	959	105
Delinquent Accounts	1,350	0
AWG Accounts	766	79
Litigation Packages	0	0
Compromises Offered	15	15
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	4	4
(b)(4) Rehabilitation's Offered	761	740
Rehabilitation's Submitted	0	0
Letters Generated	15,723	0*
Death Resolutions	173	102
Disability Resolutions	80	37
Bankruptcy Resolutions	0	0
Incarcerations	80	55
EFT - Account Update	0 Files	0**
EFT - Billing	0 Files	0**
EFT - Returns	0 Files	0**
(b)(4) Accounts Recalled by ED	3 Files	57
Accounts in Suspense	604	0

QC Sample	Jan-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	3,447	141
Borrower Contacts	175	84
Borrower Call-Ins	16,775	6
Correspondence	51	51
Delinquent Accounts	(b)(4) 54	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	1	1
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	(b)(4) 24	23
Rehabilitation's Submitted	0	0*
Letters Generated	527	0**
Death Resolutions	0	0
Disability Resolutions	1	1
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	(b)(4) 0 Files	0
Accounts in Suspense	57	0

QC Sample	Feb-12	
	Total Number	Sample Size
Balance Review	(b)(4) 4,629	285
Phone Calls Attempted	159,465	26
Borrower Contacts	5,473	21
Borrower Call-Ins	16,512	2
Correspondence	1,097	115
Delinquent Accounts	1,308	0
AWG Accounts	297	51
Litigation Packages	0	0
Compromises Offered	19	19
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	10	10
Rehabilitation's Offered	911	879
Rehabilitation's Submitted	0	0
Letters Generated	15,389	0*
Death Resolutions	125	125
Disability Resolutions	29	29
Bankruptcy Resolutions	0	0
Incarcerations	63	54
EFT - Account Update	0 Files	0**
EFT - Billing	0 Files	0**
EFT - Returns	0 Files	0**
Accounts Recalled by ED	1 Files	39
Accounts in Suspense	623	12

QC Sample	Feb-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	2,006	25
Borrower Contacts	133	21
Borrower Call-Ins	16,512	1
Correspondence	63	9
Delinquent Accounts	54	0
AWG Accounts	11	1
Litigation Packages	0	0
Compromises Offered	4	4
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	25	25
Rehabilitation's Submitted	0	0*
Letters Generated	374	0**
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	55	0

QC Sample	Mar-12	
	Total Number	Sample Size
Balance Review	(b)(4) 2,160	467
Phone Calls Attempted	43,873	20
Borrower Contacts	1,286	18
Borrower Call-Ins	15,786	0
Correspondence	1,112	115
Delinquent Accounts	1,170	0
AWG Accounts	318	58
Litigation Packages	0	0
Compromises Offered	30	30
Consolidations Offered	0	0
ICRP Cons. Offered	2	0
LVCs	0	0
Rehabilitation's Offered	711	682
Rehabilitation's Submitted	0	0
Letters Generated	13,416	0*
Death Resolutions	243	201
Disability Resolutions	65	65
Bankruptcy Resolutions	0	0
Incarcerations	82	71
EFT - Account Update	0 Files	0**
EFT - Billing	0 Files	0**
EFT - Returns	0 Files	0**
Accounts Recalled by ED	0 Files	0**
Accounts in Suspense	641	0

QC Sample	Mar-12	
	Total Number	Sample Size
Balance Review	0 <sup>(4)</sup>	0
Phone Calls Attempted	620	13
Borrower Contacts	39	11
Borrower Call-Ins	15,786	0
Correspondence	77	66
Delinquent Accounts	51	0
AWG Accounts	11	3
Litigation Packages	0	0
Compromises Offered	3	3
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	0	0
Rehabilitation's Offered	25	25
Rehabilitation's Submitted	0	0*
Letters Generated	361	0**
Death Resolutions	7	0
Disability Resolutions	5	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	0 Files	0***
Accounts in Suspense	56	0



QC Sample	Apr-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	263
Phone Calls Attempted	76,568	10
Borrower Contacts	2,559	8
Borrower Call-Ins	13,935	0
Correspondence	1,006	105
Delinquent Accounts	1,227	0
AWG Accounts	309	74
Litigation Packages	0	0
Compromises Offered	23	23
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	0	0
Rehabilitation's Offered	(b)(4) 676	577
Rehabilitation's Submitted	11	11
Letters Generated	9,425	0*
Death Resolutions	119	104
Disability Resolutions	4	4
Bankruptcy Resolutions	0	0
Incarcerations	78	78
EFT - Account Update	0 Files	0**
EFT - Billing	0 Files	0**
EFT - Returns	0 Files	0**
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	696	0

QC Sample	Apr-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	799	3
Borrower Contacts	65	2
Borrower Call-Ins	13,935	0
Correspondence	47	43
(b)(4) Delinquent Accounts	48	0
AWG Accounts	7	0
Litigation Packages	0	0
Compromises Offered	4	4
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	31	25
Rehabilitation's Submitted	0	0*
Letters Generated	770	0**
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
(b)(4) Accounts Recalled by ED	0 Files	0
Accounts in Suspense	59	0

QC Sample	May-12	
	Total Number	Sample Size
Balance Review	(b)(4) 12,846	406
Phone Calls Attempted	13,442	7
Borrower Contacts	425	5
Borrower Call-Ins	13,461	0
Correspondence	1,102	115
Delinquent Accounts	1,223	0
AWG Accounts	723	72
Litigation Packages	0	0
Compromises Offered	9	9
Consolidations Offered	0	0
ICRP Cons. Offered	15	0
LVCs	0	0
(b)(4) Rehabilitation's Offered	651	579
Rehabilitation's Submitted	130	13
Letters Generated	14,390	0*
Death Resolutions	96	82
Disability Resolutions	225	190
Bankruptcy Resolutions	0	0
Incarcerations	57	50
EFT - Account Update	0 Files	0**
EFT - Billing	0 Files	0**
EFT - Returns	0 Files	0**
(b)(4) Accounts Recalled by ED	0 Files	0
Accounts in Suspense	705	10

QC Sample	May-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	100	5
Borrower Contacts	9	2
Borrower Call-Ins	13,461	0
Correspondence	36	33
Delinquent Accounts	45	0
AWG Accounts	46	4
Litigation Packages	0	0
Compromises Offered	5	0
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	0	0
Rehabilitation's Offered	27	26
Rehabilitation's Submitted	0	0*
Letters Generated	45	0**
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	64	0

QC Sample	Jun-12	
	Total Number	Sample Size
Balance Review	(b)(4) 1,296	466
Phone Calls Attempted	22,272	40
Borrower Contacts	742	20
Borrower Call-Ins	7,968	10
Correspondence	1,116	47
Delinquent Accounts	1,065	0
AWG Accounts	628	62
Litigation Packages	0	0
Compromises Offered	16	16
Consolidations Offered	0	0
ICRP Cons. Offered	14	0
LVCs	0	0
Rehabilitation's Offered	1,151	803
Rehabilitation's Submitted	7	7
Letters Generated	16,636	350
Death Resolutions	74	74
Disability Resolutions	100	96
Bankruptcy Resolutions	0	0
Incarcerations	77	77
EFT - Account Update	5 Files	29
EFT - Billing	3 Files	9
EFT - Returns	1 Files	5
Accounts Recalled by ED	7 Files	35
Accounts in Suspense	762	28

QC Sample	Jun-12	
	Total Number	Sample Size
Balance Review	b)(4) 0	0
Phone Calls Attempted	7,968	8
Borrower Contacts	6	6
Borrower Call-Ins	141	2
Correspondence	31	31
Delinquent Accounts	46	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	1	1
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	22	15
Rehabilitation's Submitted	0	0*
Letters Generated	346	0**
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0***
EFT - Billing	0 Files	0***
EFT - Returns	0 Files	0***
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	62	0

QC Sample	Jul-12	
	Total Number	Sample Size
Balance Review	(b)(4) 3,367	260
Phone Calls Attempted	189,983	32
Borrower Contacts	5,684	18
Borrower Call-Ins	11,416	4
Correspondence	1,212	110
Delinquent Accounts	959	0
AWG Accounts	988	99
Litigation Packages	0	0
Compromises Offered	22	22
Consolidations Offered	0	0
ICRP Cons. Offered	21	0
LVCs	0	0
Rehabilitation's Offered	954	950
Rehabilitation's Submitted	226	226
Letters Generated	16,701	215
Death Resolutions	59	59
Disability Resolutions	62	62
Bankruptcy Resolutions	0	0
Incarcerations	30	30
EFT - Account Update	4 Files	20
EFT - Billing	3 Files	15
EFT - Returns	0 Files	0
Accounts Recalled by ED	18 Files	90
Accounts in Suspense	779	50

QC Sample	Jul-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	923	0
Borrower Contacts	85	0
Borrower Call-Ins	11,416	0
Correspondence	67	53
Delinquent Accounts	55	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	16	16
Rehabilitation's Submitted	24	24
Letters Generated	263	124
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0*
EFT - Billing	0 Files	0*
EFT - Returns	0 Files	0*
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	66	10



QC Sample	Aug-12	
	Total Number	Sample Size
Balance Review	(b)(4) 2,263	368
Phone Calls Attempted	34,926	26
Borrower Contacts	1,115	14
Borrower Call-Ins	12,116	4
Correspondence	1,147	115
Delinquent Accounts	744	0
AWG Accounts	838	85
Litigation Packages	0	0
Compromises Offered	18	18
Consolidations Offered	0	0
ICRP Cons. Offered	2	0
LVCs	0	0
(b)(4) Rehabilitation's Offered	1,426	1,426
Rehabilitation's Submitted	25	25
Letters Generated	16,027	63
Death Resolutions	59	59
Disability Resolutions	62	46
Bankruptcy Resolutions	0	0
Incarcerations	30	30
EFT - Account Update	5 Files	25
EFT - Billing	5 Files	25
EFT - Returns	0 Files	0*
(b)(4) Accounts Recalled by ED	23 Files	50
Accounts in Suspense	1,101	25

QC Sample	Aug-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	1,246	4
Borrower Contacts	56	2
Borrower Call-Ins	12,116	0
Correspondence	67	51
Delinquent Accounts	38	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	2	2
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	(b)(4) 61	61
Rehabilitation's Submitted	0	0
Letters Generated	415	50
Death Resolutions	2	0
Disability Resolutions	1	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0*
EFT - Billing	0 Files	0*
EFT - Returns	0 Files	0*
Accounts Recalled by ED	(b)(4) 0 Files	0
Accounts in Suspense	77	1

QC Sample	Sep-12	
	Total Number	Sample Size
Balance Review	(b)(4) 3,047	260
Phone Calls Attempted	16,604	26
Borrower Contacts	1,115	14
Borrower Call-Ins	10,438	4
Correspondence	828	100
(b)(4) Delinquent Accounts	1,023	0
AWG Accounts	608	60
Litigation Packages	0	0
Compromises Offered	15	15
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	0	0
(b)(4) Rehabilitation's Offered	1,069	1069
Rehabilitation's Submitted	265	265
Letters Generated	16,606	40
Death Resolutions	53	53
Disability Resolutions	86	73
Bankruptcy Resolutions	0	0
Incarcerations	89	69
EFT - Account Update	4 Files	20
EFT - Billing	4 Files	20
EFT - Returns	0 Files	0*
(b)(4) Accounts Recalled by ED	15 Files	236
Accounts in Suspense	1,150	25

QC Sample	Sep-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	432	4
Borrower Contacts	56	2
Borrower Call-Ins	10,438	0
Correspondence	26	26
Delinquent Accounts	46	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	1	0
LVCs	0	0
Rehabilitation's Offered	34	34
Rehabilitation's Submitted	10	10
Letters Generated	332	10
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0*
EFT - Billing	0 Files	0*
EFT - Returns	0 Files	0*
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	77	1

QC Sample	Oct-12	
	Total Number	Sample Size
Balance Review	(b)(4) 12,827	220
Phone Calls Attempted	68,404	28
Borrower Contacts	2,348	20
Borrower Call-Ins	10,409	6
Correspondence	1,040	165
Delinquent Accounts	868	0
AWG Accounts	1,037	100
Litigation Packages	0	0
Compromises Offered	21	21
Consolidations Offered	0	0
ICRP Cons. Offered	131	0
LVCs	0	0
(b)(4) Rehabilitation's Offered	1,185	1185
Rehabilitation's Submitted	480	480
Letters Generated	27,278	40
Death Resolutions	66	65
Disability Resolutions	107	92
Bankruptcy Resolutions	0	0
Incarcerations	73	72
EFT - Account Update	13 Files	65
EFT - Billing	2 Files	20
EFT - Returns	0 Files	0
(b)(4) Accounts Recalled by ED	18 Files	679
Accounts in Suspense	888	50

QC Sample	Oct-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	7,717	3
Borrower Contacts	144	1
Borrower Call-Ins	10,409	0
Correspondence	25	25
Delinquent Accounts	35	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	1	1
Consolidations Offered	0	0
ICRP Cons. Offered	2	0
LVCs	0	0
Rehabilitation's Offered	56	56
Rehabilitation's Submitted	0	0
Letters Generated	539	10
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	8	8

QC Sample	Nov-12	
	Total Number	Sample Size
Balance Review	(b)(4) 8,489	200
Phone Calls Attempted	192,714	86
Borrower Contacts	5,543	59
Borrower Call-Ins	10,350	2
Correspondence	908	100
Delinquent Accounts	824	0
AWG Accounts	981	30
Litigation Packages	0	0
Compromises Offered	24	24
Consolidations Offered	0	0
ICRP Cons. Offered	3	0
LVCs	0	0
Rehabilitation's Offered	976	976
Rehabilitation's Submitted	287	287
Letters Generated	39,042	110
Death Resolutions	65	65
Disability Resolutions	66	59
Bankruptcy Resolutions	0	0
Incarcerations	117	117
EFT - Account Update	1 Files	7
EFT - Billing	1 Files	7
EFT - Returns	0 Files	0
(b)(4) Accounts Recalled by ED	22 Files	387
Accounts in Suspense	859	20

QC Sample	Nov-12	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	2,298	2
Borrower Contacts	136	1
Borrower Call-Ins	10,350	0
Correspondence	29	29
Delinquent Accounts	56	0
AWG Accounts	56	5
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	26	26
Rehabilitation's Submitted	0	0
Letters Generated	278	0
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	58	10



QC Sample	Dec-12	
	Total Number	Sample Size
Balance Review	(b)(4) 7,857	180
Phone Calls Attempted	214,328	29
Borrower Contacts	5,164	27
Borrower Call-Ins	9,224	0
Correspondence	1,196	95
Delinquent Accounts	945	0
AWG Accounts	952	48
Litigation Packages	0	0
Compromises Offered	19	19
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	(b)(4) 778	778
Rehabilitation's Submitted	0	0
Letters Generated	28,704	200
Death Resolutions	6	6
Disability Resolutions	126	126
Bankruptcy Resolutions	0	0
Incarcerations	60	60
EFT - Account Update	1 Files	10
EFT - Billing	3 Files	30
EFT - Returns	0 Files	0
Accounts Recalled by ED	17 Files	720
Accounts in Suspense	349	50

QC Sample	Dec-12	
	Total Number	Sample Size
Balance Review	0	0
Phone Calls Attempted	1,419	0
Borrower Contacts	105	0
Borrower Call-Ins	9,224	0
Correspondence	0	0
Delinquent Accounts	29	0
AWG Accounts	32	5
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	11	11
Rehabilitation's Submitted	0	0
Letters Generated	43	10
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	60	20

QC Sample	Jan-13	
	Total Number	Sample Size
Balance Review	13,616	241
Phone Calls Attempted	60,740	30
Borrower Contacts	1,767	54
Borrower Call-Ins	14,324	14
Correspondence	1078	105
Delinquent Accounts	803	0
AWG Accounts	854	43
Litigation Packages	0	0
Compromises Offered	25	25
Consolidations Offered	0	0
ICRP Cons. Offered	3	3
LVCs	0	0
Rehabilitation's Offered	1,284	1284
Rehabilitation's Submitted	154	154
Letters Generated	31,742	25
Death Resolutions	40	40
Disability Resolutions	46	46
Bankruptcy Resolutions	0	0
Incarcerations	102	102
EFT - Account Update	2 Files	25
EFT - Billing	2 Files	25
EFT - Returns	0 Files	0
Accounts Recalled by ED	22 Files	374
Accounts in Suspense	404	33

QC Sample	Jan-13	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	543	2
Borrower Contacts	33	1
Borrower Call-Ins	14,324	0
Correspondence	0	0
Delinquent Accounts	0	0
AWG Accounts	35	0
Litigation Packages	6	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	(b)(4) 29	29
Rehabilitation's Submitted	23	23
Letters Generated	0	0
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
Accounts Recalled by ED	(b)(4) 0 Files	0
Accounts in Suspense	0	0

QC Sample	Feb-13	
	Total Number	Sample Size
Balance Review	(b)(4) 0	170
Phone Calls Attempted	141,699	25
Borrower Contacts	4,584	2
Borrower Call-Ins	41,184	1
Correspondence	1103	100
Delinquent Accounts	1170	0
AWG Accounts	962	49
Litigation Packages	0	0
Compromises Offered	44	44
Consolidations Offered	0	0
ICRP Cons. Offered	6	0
LVCs	0	0
Rehabilitation's Offered	1238	1238
Rehabilitation's Submitted	334	334
Letters Generated	21358	930
Death Resolutions	57	45
Disability Resolutions	53	47
Bankruptcy Resolutions	0	0
Incarcerations	77	67
EFT - Account Update	7 Files	67
EFT - Billing	1 Files	50
EFT - Returns	0 Files	0
Accounts Recalled by ED	17Files	489
Accounts in Suspense	411	48

QC Sample	Feb-13	
	Total Number	Sample Size
Balance Review	(b)(4) 0	0
Phone Calls Attempted	1,157	0
Borrower Contacts	109	0
Borrower Call-Ins	41,184	0
Correspondence	0	0
Delinquent Accounts	0	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
Rehabilitation's Offered	0	0
Rehabilitation's Submitted	0	0
Letters Generated	0	0
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
Accounts Recalled by ED	0 Files	0
Accounts in Suspense	0	0

QC Sample	Mar-13	
	Total Number	Sample Size
Balance Review	(b)(4)9,889	180
Phone Calls Attempted	422,249	21
Borrower Contacts	5,320	9
Borrower Call-Ins	14,682	4
Correspondence	1,492	105
(b)(4) Delinquent Accounts	989	0
AWG Accounts	741	38
Litigation Packages	0	0
Compromises Offered	31	31
Consolidations Offered	0	0
ICRP Cons. Offered	3	3
LVCs	0	0
(b)(4) Rehabilitation's Offered	1,058	1,058
Rehabilitation's Submitted	761	761
Letters Generated	24,003	24,003
Death Resolutions	130	116
Disability Resolutions	14	14
Bankruptcy Resolutions	0	0
Incarcerations	83	83
EFT - Account Update	13 Files	180
EFT - Billing	2Files	50
EFT - Returns	9Files	25
(b)(4) Accounts Recalled by ED	16 Files	569
Accounts in Suspense	251	15

QC Sample	Mar-13	
	Total Num	Sample Size
Balance Review	(b)(4)0	0
Phone Calls Attempted	5,533	0
Borrower Contacts	123	0
Borrower Call-Ins	14,682	0
Correspondence	0	0
(b)(4) Delinquent Accounts	0	0
AWG Accounts	0	0
Litigation Packages	0	0
Compromises Offered	0	0
Consolidations Offered	0	0
ICRP Cons. Offered	0	0
LVCs	0	0
(b)(4) Rehabilitation's Offered	0	0
Rehabilitation's Submitted	0	0
Letters Generated	0	0
Death Resolutions	0	0
Disability Resolutions	0	0
Bankruptcy Resolutions	0	0
Incarcerations	0	0
EFT - Account Update	0 Files	0
EFT - Billing	0 Files	0
EFT - Returns	0 Files	0
(b)(4) Accounts Recalled by ED	0 Files	0
Accounts in Suspense	0	0