

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 64,500	150	0				
Phone Calls Attempted	372,583	50	2	4%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	62,039	75	4	5%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	17,328	65	3	5%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	902	50	0				
(b)(4) Delinquent Accounts	188	50	2	4%	Accounts not worked within guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
AWG Accounts	518	50	0				
Litigation Packages	25	25	0				
Compromises Offered	104	104	3	3%	Incorrect documentation on L102	Correction made; manager received additional training	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	122	122	2	2%	CON Letter not sent	Letter sent; rep received additional training	Ongoing training
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	702	85	3	4%	Billing not set; repayment letter not sent	Corrections made/letters sent/additional training provided	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	0	0	0				
Letters Generated	16,978	300	9	3%	Accounts not found	Accounts were recalled by ED; letters were request prior to recall	
Death Resolutions	43	25	0				
Disability Resolutions	116	35	3	6%	Accounts not documented properly on L102	Corrections were made; reps received verbal warnings	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	8	8	0				
Incarcerations	40	40	0				
EFT - Account Update	12,851	350	4	1%	4 files were rejected due to names in the update field	Corrections were made manually; IT Support corrected file format	Ongoing auditing
EFT - Billing	846	400	14	3%	Accounts already on billing; first due date cannot be greater than 2 months	Corrections were made/additional training provided	Express importance and legalities in ongoing training sessions
EFT - Returns	159	50	0				
(b)(4) Accounts Recalled by ED	649	50	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 63,846	50	0				
Phone Calls Attempted	317,816	75	5	7%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	7,691	81	10	12%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	2,723	75	8	11%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	1,188	50	5	10%	Correspondence not handled or documented properly	Reps were counseled; Disciplinary action was taken	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	276	100	4	4%	Accounts were not worked within guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
AWG Accounts	985	50	0				
Litigation Packages	6	6	0				
Compromises Offered	65	65	4	6%	Requirements were not met per internal guidelines for auditing purposes	Reps were counseled	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	142	73	1	1%	Required documents were not attached to ICRP PKT for auditing purposes	Rep was counseled	Ongoing training
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	534	30	1	3%	Account not worked within guidelines	Rep received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	0	0	0				
Letters Generated	28,565	200	0				
Death Resolutions	92	10	0				
Disability Resolutions	125	29	1		Account not documented properly on L102	Correction was made/additional training provided	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	3	3	0				
Incarcerations	32	32	0				
EFT - Account Update	5,202	250	23	9%	Records with invalid data; EFT files rejected due to improper format	Corrections were made; Reps were counseled; IT dept worked with Annett Derrick to correct format issues	Ongoing auditing
EFT - Billing	1,033	250	25	10%	Billing already set for the same due date; day field in payment due date must be 28 days or less	Corrections were made; Reps were counseled	Express importance and legalities in ongoing training sessions
EFT - Returns	138	138	0				
(b)(4) Accounts Recalled by ED	525	525	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 60,720	50	0				
Phone Calls Attempted	296,610	80	3	4%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	56,415	75	2	3%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	12,817	50	2	4%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	1,233	50	0				
(b)(4) Delinquent Accounts	294	75	3	4%	Accounts not worked within the required guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
AWG Accounts	985	50	6	12%	Employment information not updated	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions
Litigation Packages	35	35	0				
Compromises Offered	63	63	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	171	150	2	1%	Required documents were not attached to ICRP package for auditing purposes	Reps were counseled and received additional training	Ongoing training
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	637	85	2	2%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	0	0	0				
Letters Generated	24,203	150	3	2%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	90	10	4	16%	Accounts not worked within the required guidelines	Additional training provided	Express importance and legalities in ongoing training sessions
Disability Resolutions	162	27	1	2%	Account not worked within the required guidelines	Additional training provided	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	6	6	0				
Incarcerations	56	50	0				
EFT - Account Update	3,923	125	5	4%	Records with invalid data	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions
EFT - Billing	1,139	175	16	9%	Billing already set for the same due date; day field in payment due date must be 28 days or less	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions
EFT - Returns	15,239	75	0				
Accounts Recalled by ED	557	50	0				

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Accounts in Suspense	(B)(4)0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 83,697	50	0				
Phone Calls Attempted	358,807	125	6	5%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	58,510	85	2	2%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	14,701	65	2	3%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	1,154	50	0				
(b)(4) Delinquent Accounts	442	75	3	4%	Accounts not worked within the required guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
AWG Accounts	1,913	75	2	3%	Employment information not updated	Corrections were made; Reps were counseled	Express importance and legalities in ongoing training sessions
Litigation Packages	17	17	0				
Compromises Offered	63	63	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	180	180	50				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	534	25	0				
Rehabilitation's Submitted	17	17	0				
Letters Generated	46,234	200	8	4%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts.	Ongoing training
Death Resolutions	71	25	2	8%	Accounts not worked within the required guidelines	Additional training provided	Express importance and legalities in ongoing training sessions
Disability Resolutions	126	42	0				
Bankruptcy Resolutions	7	7	0				
Incarcerations	68	50	0				
EFT - Account Update	4,075	200	6	3%	Records with invalid data.	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions.
EFT - Billing	954	300	27	9%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions
EFT - Returns	122	75	0				
(b)(4) Accounts Recalled by ED	813	100	0				

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Accounts in Suspense	(b)(4)	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 82,814	50	0				
Phone Calls Attempted	364,544	65	3	5%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	56,039	188	26	14%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	16,029	35	2	6%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	1,318	41	1	2%	Account not handled properly	Rep was counseled	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	370	165	18	11%	Accounts not worked within the required guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
AWG Accounts	2,335	65	2	3%	Employment information not updated; account not worked within guidelines	Corrections were made; Reps were counseled	Express importance and legalities in ongoing training sessions
Litigation Packages	30	30	0				
Compromises Offered	94	94	2	2%	Accounts not documented correctly on ED's L102	Corrections were made; reps received additional training and a written warning to file	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	186	186	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	942	25	0				
Rehabilitation's Submitted	10	10	0				
Letters Generated	47,609	350	35	10%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	82	40	3	7%	Accounts not worked within the required guidelines	Corrections were made; Rep was counseled	Express importance and legalities in ongoing training sessions
Disability Resolutions	134	44	1	2%	Account not worked within the required guidelines	Rep was counseled	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	8	8	0				
Incarcerations	73	73	0				
EFT - Account Update	3,702	75	3	4%	Records with invalid data	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions
EFT - Billing	1,485	175	35	20%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; Reps were counseled and received written warnings to file	Express importance and legalities in ongoing training sessions
EFT - Returns	134	50	0				
(b)(4) Accounts Recalled by ED	455	25	0				

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Accounts in Suspense	(b)(4)	0	0			



QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 67,961	50	0				
Phone Calls Attempted	344,659	75	6	8%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	21,067	150	21	13%	Improper file documentation	Reps were counseled; and received written warnings	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	12,546	25	2	8%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	1,240	40	1	2%	Account not handled properly	Rep has been counseled	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	530	157	10	6%	Accounts not worked within the required guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
AWG Accounts	2,602	58	2	3%	Employment information not updated; account not worked within guidelines	Corrections were made; the Reps were counseled	Express importance and legalities in ongoing training sessions
Litigation Packages	35	35	0				
Compromises Offered	71	71	2	3%	Account not documented correctly on ED's L102; rep failed to follow FAMS internal guidelines for auditing purposes	Corrections were made; the Reps received written warning	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	214	214	3	1%	Required documentation not on L102; account not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	1,148	55	2	4%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	27	27	0				
Letters Generated	41,226	375	28	7%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	84	15	2	8%	Accounts not worked within the required guidelines	Corrections were made; The Rep has been counseled	Express importance and legalities in ongoing training sessions
Disability Resolutions	123	60	5	5%	Accounts not worked within the required guidelines	The Rep has been counseled on the importance of timely account follow-up	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	10	10	6	60%	Accounts not worked within the required guidelines	The Rep has been counseled on the importance of timely account follow-up	Express importance and legalities in ongoing training sessions
Incarcerations	47	47	3	6	Reps failed to follow FAMS internal guidelines for auditing proposes	Reps received additional training	Express importance and legalities in ongoing training sessions
(b)(4) EFT - Account Update	2,982	100	3	3%	Records with invalid data	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Billing	(b)(4) 961	200	39	19%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	31,408	25	0				
(b)(4) Accounts Recalled by ED	813	25	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 89,958	75	0				
Phone Calls Attempted	312,052	25	2	8%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Borrower Contacts	21,588	150	10	7%	Improper file documentation	Reps were counseled; and received written warnings	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	13,583	25	2	8%	Improper file documentation	Reps were counseled	Express importance and legalities in ongoing training sessions
Correspondence	1,211	46	1	2%	Account not handled properly	Rep has been counseled	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	396	146	8	5%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	3,171	97	9	9%	Employment information not updated; POE not verified; accounts not worked within guidelines	Corrections were made; the Reps were counseled	Express importance and legalities in ongoing training sessions
Litigation Packages	34	34	0				
Compromises Offered	96	96	1	1%	Account not documented correctly on ED's Lt02	Rep received written a warning	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	194	75	1	1%	Required documentation not attached for auditing purposes	Rep was counseled	Express importance and legalities in ongoing training sessions
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	983	76	5	7%	Accounts not worked within the required guidelines	Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	37	37	0				
Letters Generated	57,639	375	58	15%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	130	10	0				
Disability Resolutions	113	40	2	4%	Accounts not worked within the required guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	11	11	0				
Incarcerations	100	65	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Account Update	(b)(4) 5,786	100	3	3%	Records with invalid data; Record not Found	Reps were counseled; Account was recalled by ED "Never Paid"	Ongoing training
EFT - Billing	1,022	225	12	5%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	156	25	0				
(b)(4) Accounts Recalled by ED		25	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 88,867	50	0				
Phone Calls Attempted	308,681	50	0				
Borrower Contacts	22,377	147	19	13%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	15,605	60	0				
Correspondence	1,458	25	1	4%	Account not worked with the required guidelines	Rep was counseled	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	789	125	6	5%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	4,097	97	9	9%	Employment information not updated; POE not verified; accounts not worked within guidelines	Corrections were made; the Reps were counseled	Express importance and legalities in ongoing training sessions
Litigation Packages	19	19	0				
Compromises Offered	77	77	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	160	35	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	1,579	75	4	5%	Repayment agreement letters not sent; accounts not worked within the required guidelines	Repayment agreement letters were sent; reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	44	44	0				
Letters Generated	57,845	366	60	16%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	92	15	0				
Disability Resolutions	93	25	4	16%	Accounts not worked within the required guidelines	Reps were counseled	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	15	15	0				
Incarcerations	68	50	1	2%	Improper file documentation	Rep was counseled	Express importance and legalities in ongoing training sessions

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Account Update	(b)(4) 3,351	175	8	5%	Records with invalid data; Records not Found	Reps were counseled and received written warnings	Ongoing training
EFT - Billing	1,430	250	26	10%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	103	25	0				
(b)(4) Accounts Recalled by ED	903	25	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 77,261	50	0				
Phone Calls Attempted	265,891	55	2	4%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	20,565	125	6	5%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	13,515	50	0				
Correspondence	1,147	38	0				
(b)(4) Delinquent Accounts	658	85	6	7%	Accounts not worked within the required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	4,365	97	9	9%	Employment information not updated; POE not verified; accounts not worked within guidelines	Corrections were made; the Reps were counseled	Express importance and legalities in ongoing training sessions
Litigation Packages	20	20	0				
Compromises Offered	68	68	1	1%	Account not documented correctly on ED's L102	Manager was counseled	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	186	21	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	597	60	0				
Rehabilitation's Submitted	77	77	3	4%	No POS BAL; missing/invalid DOB	Resubmitted to ED; exceptions approved	Express importance and legalities in ongoing training sessions
Letters Generated	37,973	125	4	3%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	70	20	0				
Disability Resolutions	112	50	1	2%	Account not worked within the required guidelines	Rep received additional training	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	12	12	2	17%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
Incarcerations	42	42	3	6%	Improper file documentation	Rep was counseled	Express importance and legalities in ongoing training sessions

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Account Update	(b)(4) 3,346	200	28	14%	Records with invalid data; Records not Found	Reps were counseled and received written warnings	Ongoing training
EFT - Billing	1,128	175	17	10%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	18,215	50	0				
Accounts Recalled by ED	1,420	25	0				
Accounts in Suspense	0	0	0				



QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 76,262	50	0				
Phone Calls Attempted	237,222	25	1	4%	Improper file documentation	Rep received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	22,804	136	8	6%	Improper file documentation	Reps and manager were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	14,531	50	2	4%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,062	33	0				
(b)(4) Delinquent Accounts	552	100	23	23%	Accounts not worked within the required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	6,663	55	0				
Litigation Packages	16	16	0				
Compromises Offered	69	69	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	100	16	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	707	65	1	2%	Account not worked within the required guidelines	Rep received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	40	40	1	2%	No POS BAL	Resubmitted to ED; exception approved	Express importance and legalities in ongoing training sessions
Letters Generated	18,791	225	40	18%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	65	10	0				
Disability Resolutions	73	50	0				
Bankruptcy Resolutions	10	10	0				
Incarcerations	45	45	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Account Update	(b)(4) 1,915	225	12	5%	Records with invalid data; Records not Found	Reps were counseled and received written warnings	Ongoing training
EFT - Billing	1,115	175	8	5%	Billing already set for the same due date; day field in payment due date must be 28 days or less; first payment due date incorrect	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	103	50	0				
(b)(4) Accounts Recalled by ED	567	175	50	29%	AWG accounts were not stated properly prior to recall	Manager was counseled	Express importance and legalities in ongoing training sessions
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 37,245	50	0				
Phone Calls Attempted	273,140	25	1	4%	Improper file documentation	Rep received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	56,251	153	24	16%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	16,473	25	2	8%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,219	50	1	2%	Account not worked within the required guidelines	Rep received additional training	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	853	102	23	24%	Accounts not worked within the required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	5,530	55	0				
Litigation Packages	11	11	0				
Compromises Offered	73	73	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	212	22	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	731	48	1	2%	Repayment Agreement letter not sent	Repayment letter sent/Rep received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	55	55	3	5%	No POS BAL/Payment History	Resubmitted to ED; exceptions were approved	Express importance and legalities in ongoing training sessions
Letters Generated	53,824	200	27	14%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	114	10	0				
Disability Resolutions	108	50	2	4%	L102 and FAMS Proprietary System not documented	Additional training has been implemented	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	7	7	1	14%	Account not worked within the required guidelines	Rep received additional training	Express importance and legalities in ongoing training sessions
Incarcerations	75	75	0				

QC Sample	Total Number (b)(4)	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Account Update	4,324	200	9	5%	Records with invalid data; Records not Found	Reps were counseled and received written warnings	Ongoing training
EFT - Billing	1,420	175	10	6%	Billing already set for the same due date	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	138	50	0				
(b)(4) Accounts Recalled by ED	261	100	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 70,383	50	0				
Phone Calls Attempted	292,403	50	1	2%	Improper file documentation	Rep received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	53,777	110	17	15%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	13,951	55	5	9%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,769	50	1	2%	Correspondence not handled properly	Correction made; the Rep has been counseled	Express importance and legalities in ongoing training sessions
Delinquent Accounts	796	100	24	24%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	7,910	50	4	8%	Accounts not updated properly	Corrections were made; Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
(b)(4) Litigation Packages	31	31	0				
Compromises Offered	101	101	1	1%	Required 04M comp letter not sent	04M letter sent	Express importance and legalities in ongoing training sessions
Consolidations Offered	0	0	0				
ICRP Cons. Offered	202	28	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	1,377	70	1	1%	Account not worked within the required guidelines	Rep received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	50	50	0				
Letters Generated	51,926	200	43	22%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	104	10	0				
Disability Resolutions	138	50	4	8%	Accounts not documented within the required guidelines	Additional training has been implemented	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	16	16	0				
Incarcerations	81	53	1	2%	Account not documented within the required guidelines	Additional training has been implemented	Express importance and legalities in ongoing training sessions

QC Sample	Total Number (b)(4)	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
EFT - Account Update	3,457	200	6	3%	Records with invalid data; Records not Found	Reps were counseled and received written warnings	Ongoing training
EFT - Billing	1,273	200	8	4%	Billing already set for the same due date; day field in payment due date must be 28 days or less	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	34,718	50	0				
(b)(4) Accounts Recalled by ED	2,291	100	0				
Accounts in Suspense	0	0	0				

Financial Asset Management Systems, Inc. AG584  
 Managements, Fiscal and Quality Control Report  
 For Month Ending April 2011

**Performance**

	Current Month (Mar)		Current Month (Apr)		Projected Next Month (May)		Year to Date (Jan11 through Dec11)	
Regular Dollars Collected	\$2,570,262.00		\$2,445,979.00		\$2,508,120.00		\$10,187,673.92	
FFEL Consolidation	\$0.00		\$0.00		\$0.00		\$0.00	
Direct Loan Consolidation	\$0.00		\$0.00		\$0.00		\$0.00	
FFEL & NDSL Rehabilitation	\$669,096.92		\$689,256.00		\$672,054.00		\$3,752,585.76	
Direct Loan Rehabilitation	\$6,126,737.85		\$4,965,950.00		\$7,525,967.00		\$16,301,296.00	
Administrative	#	540	#	630	#	535	#	1,972
	\$	\$81,000.00	\$	\$94,500.00	\$	\$80,250.00	\$	\$295,800.00
Litigation	#	31	#	21	#	45	#	68
	\$	\$4,650.00	\$	\$3,150.00	\$	\$6,750.00	\$	\$11,850.00
AWG Initiated	#	853	#	352	#	1,100	#	3,731
	\$	\$16,653,429.00	\$	\$5,600,065.10	\$	\$20,000,000.00	\$	\$59,668,132.10
Volume of UNL/INA Returns	#	34,718	#	206	#	1033	#	34,924
	\$	\$502,503,586.62	\$	\$3,091,327.29	\$	\$15,456,636.44	\$	\$505,594,914.00

**Repayment Account Activity**

	Current Month (Mar)		Current Month (Apr)		Projected Next Month (May)	
Accounts in Regular Repayment	#	14,606	#	13,623	#	14,115
	\$	\$2,570,262.00	\$	\$2,445,979.00	\$	\$2,508,120.00
Accounts in VPY	#	6,696	#	6,384	#	6,540
	\$	\$1,583,048.00	\$	\$1,544,909.00	\$	\$1,563,979.00
Accounts in GAR	#	7,910	#	7,239	#	7,575
	\$	\$987,214.00	\$	\$901,070.00	\$	\$944,142.00
Average Regular Payment Agreement	\$236.42		\$242.00		\$239.14	
Average Garnishment Account Payment	\$124.81		\$124.47		\$124.64	

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 37,761	50	0				
Phone Calls Attempted	342,737	25	8	25%	Improper file documentation	Reps received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	44,600	150	22	15%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	13,258	50	12	24%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,360	55	2	5%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	930	100	20	20%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	7,890	50	6	12%	Accounts not updated properly	Corrections were made; Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Litigation Packages	36	36	0				
Compromises Offered	72	72	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	187	46	2	4%	Improper file documentation	Additional training has been implemented	Express importance and legalities in ongoing training sessions
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	673	60	3	5%	Accounts not worked within the required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	54	54	1	2%	Payment History	Resubmitted to ED; exception approved	Express importance and legalities in ongoing training sessions
Letters Generated	63,808	250	35	14%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	90	20	1	5%	Account not worked within the required guidelines	Rep was counseled	Express importance and legalities in ongoing training sessions
Disability Resolutions	140	50	6	12%	Accounts not documented within the required guidelines	Additional training has been implemented; reps received verbal warnings	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	15	10	0				



QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Incarcerations	(b)(4) 62	40	2	5%	Improper file documentation	Additional training has been implemented	Express importance and legalities in ongoing training sessions
EFT - Account Update	4,830	200	3	2%	Records not Found	Accounts information updated prior to ED recalling the accounts	Ongoing training
EFT - Billing	1,503	175	8	5%	Billing already set for the same due date; day field in payment due date must be 28 days or less	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	152	50	0				
(b)(4) Accounts Recalled by ED	1,357	50	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 79,421	50	0				
Phone Calls Attempted	323,489	35	6	17%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	13,276	150	19	13%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	43,305	30	7	23%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,576	54	2	4%	Accounts not worked within the required guidelines; incorrect account documentation	Reps received additional training	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	1,081	100	17	17%	Accounts not worked within the required guidelines	Reps received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	9,618	50	4	8%	Accounts not updated properly; T12 letter undeliverable	Corrections were made; Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Litigation Packages	55	55	0				
Compromises Offered	59	59	0				
Consolidations Offered	0	0	0				
ICRP Cons. Offered	296	53	0				
LVCs	0	0	0				
(b)(4) Rehabilitation's Offered	777	55	1	2%	Account not worked within the required guidelines	Rep was counseled and received additional training	Express importance and legalities in ongoing training sessions
Rehabilitation's Submitted	96	96	3	3%	Payment History; No Pos Bal	Resubmitted to ED; exception approved	Express importance and legalities in ongoing training sessions
Letters Generated	41,990	250	43	17%	Accounts not owned by agency	Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	123	15	5	33%	Accounts not worked within the required guidelines	Reps was counseled	Express importance and legalities in ongoing training sessions
Disability Resolutions	146	50	8	16%	Accounts not documented within the required guidelines	Additional training has been implemented; reps received verbal warnings	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	1	1	1	100%	Account not worked within the required guidelines	Additional training has been implemented	Express importance and legalities in ongoing training sessions

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Incarcerations	(b)(4) 96	32	0				
EFT - Account Update	4,444	150	3	2%	Records not found and with invalid data	Accounts information updated prior to ED recalling the accounts; rep was counseled	Ongoing training
EFT - Billing	1,242	125	18	14%	Billing already set for the same due date; day field in payment due date must be 28 days or less	Corrections were made; the Reps were counseled and received written warnings	Express importance and legalities in ongoing training sessions
EFT - Returns	26,280	125	0				
(b)(4) Accounts Recalled by ED	1,393	125	0				
Accounts in Suspense	0	0	0				

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 1,456	50	0	0%		
Phone Calls Attempted	295,478	25	6	24%	Improper file documentation Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	10,969	76	19	25%	Improper file documentation Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	38,167	25	7	28%	Improper file documentation Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,464	50	3	6%	Accounts not worked within the required guidelines; incorrect account documentation Reps received additional training	Express importance and legalities in ongoing training sessions
(b)(4) Delinquent Accounts	431	50	12	24%	Accounts not worked within the required guidelines Reps received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	8,308	50	1	4%		
Litigation Packages	46	46	0	0		
Compromises Offered						
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	44	44	0	0%		
IVCs	0	0	0	0		
(b)(4) Rehabilitation's Offered	544	51	0	0%		
Rehabilitation's Submitted	93	93	0	0%		
Letters Generated	52,289	250	40	16%	Accounts not owned by agency Letters were requested prior to ED recalling the accounts	Ongoing training
Death Resolutions	85	9	0	0%		
Disability Resolutions	110	39	6	15%	Accounts not documented within the required guidelines Additional training has been implemented; reps received verbal warnings	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	0	1	1	100%	Account not worked within the required guidelines Additional training has been implemented	Express importance and legalities in ongoing training sessions
Incarcerations	78	54	1	2%		
EFT - Account Update	3,892	250	4	2%		
EFT - Billing	1,265	150	0	0%		
EFT - Returns	166	125	0	0		
(b)(4) Accounts Recalled by ED	1,170	150	0	0%		
Accounts in Suspense	0	0	0	0		

Financial Asset Management Systems, Inc. AG584  
Managements, Fiscal and Quality Control Report  
For Month Ending August 2011

**Performance**

	Last Month (July)		Current Month (August)		Projected Next Month (September)		Year to Date (Jan11 through Dec11)	
Regular Dollars Collected	\$2,382,382.28		\$2,859,901.43		\$2,621,141.86		\$18,317,598.23	
FFEL Consolidation	\$0.00		\$0.00		\$0.00		\$0.00	
Direct Loan Consolidation	\$0.00		\$0.00		\$0.00		\$0.00	
FFEL & NDSL Rehabilitation	\$795,807.17		\$841,611.71		\$25,311.00		\$6,709,063.30	
Direct Loan Rehabilitation	\$8,233,179.85		\$5,187,509.64		\$4,800,000.00		\$41,879,431.84	
Administrative	#	430	#	492	#	275	#	4,156
	\$	\$66,750.00	\$	\$73,800.00	\$	\$41,250.00	\$	\$625,650.00
Litigation	#	40	#	50	#	30	#	249
	\$	\$6,000.00	\$	\$7,500.00	\$	\$9,000.00	\$	\$39,000.00
AWG Initiated	#	900	#	1,038	#	1,000	#	7,801
	\$	\$14,030,064.69	\$	\$19,603,802.00	\$	\$18,886,129.00	\$	\$131,662,745.00
Volume of UNL/INA Returns	#	0	#		#		#	61,093
	\$	\$0.00	\$		\$		\$	\$875,860,283.00

NDSL projections only -  
FFEL not available due to  
DMCS Conversion

**Repayment Account Activity**

	Last Month (July)		Current Month (August)		Projected Next Month (September)	
Accounts in Regular Repayment	#	14,638	#	16,531	#	15,585
	\$	\$2,382,382.28	\$	\$2,859,901.43	\$	\$2,621,141.86
Accounts in VPY	#	6,339	#	7,242	#	6,791
	\$	\$1,332,161.38	\$	\$1,687,226.43	\$	\$1,509,693.91
Accounts in GAR	#	8,308	#	9,289	#	8,799
	\$	\$1,050,220.90	\$	\$1,172,675.00	\$	\$1,111,447.95
Average Regular Payment Agreement	\$210.15		\$232.98		\$221.57	
Average Garnishment Account Payment	\$126.41		\$126.24		\$126.33	

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 14,274	50	0	0%			
Phone Calls Attempted	269,814	32	4	13%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	10,676	215	34	16%	Improper file documentation Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	44,415	45	5	11%	Accounts not worked and documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,766	50	1	2%			
(b)(4) Delinquent Accounts	748	100	37	37%	Accounts not worked and/or documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	340	50	3	6%	Account not updated properly and not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Litigation Packages	0	0	0	0			
Compromises Offered	62	62	0	0%			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	158	34	0	0%			
LVCs	0	0	0	0			
(b)(4) Rehabilitation's Offered	587	100	0	0%			
Rehabilitation's Submitted	191	191	0	0%			
Letters Generated	23,414	300	37	12%	Errors with duplicate billing dates and timing issues	Reps were counseled and received additional training	Express importance of accurate billing dates for all arrangements
Death Resolutions	35	9	0	0%			
Disability Resolutions	42	40	2	5%			
Bankruptcy Resolutions	0	1	0	0%			
Incarcerations	30	30	0	0%			
EFT - Account Update	1,187	0	0	0%			
EFT - Billing	694	0	0	0%			
EFT - Returns	26,257	0	0	0			
(b)(4) Accounts Recalled by ED	703	0	0	0%			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 1,185	25	0	0%			
Phone Calls Attempted	255,149	30	3	10%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	8,303	206	27	13%	Improper file documentation Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	36,059	44	4	9%	Accounts not worked and documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,042	60	1	2%			
(b)(4) Delinquent Accounts		100	35	35%	Accounts not worked and/or documented within required guidelines		
AWG Accounts	399	81	0	0%			
Litigation Packages	0	0	0	0			
Compromises Offered	43	43	0	0%			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	140	22	0	0%			
LVCs	0	0	0	0			
Rehabilitation's Offered	349	100	0	0%			
Rehabilitation's Submitted							
Letters Generated	5,965						
Death Resolutions	55	7	0	0%			
Disability Resolutions	104	42	8	19%	Accounts not worked and/or documented within required guidelines		
Bankruptcy Resolutions	0	1	0	0%			
Incarcerations	31	80	1	1%			
EFT - Account Update	1,127	0	0	0%			
EFT - Billing	323	0	0	0%			
EFT - Returns	0	0	0	0			
(b)(4) Accounts Recalled by ED	0	0	0	0%			
Accounts in Suspense	0	0	0	0			

Total not available due to DMCS conversion

Total not available due to DMCS conversion

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 113,852	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)		
Phone Calls Attempted	199,052	32	4	13%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	6,654	190	27	14%	Improper file documentation. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	32,577	52	9	17%	Accounts not worked and documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	872	100	1	1%			
(b)(4) Delinquent Accounts		100	7	7%	Accounts not worked within required guidelines		
AWG Accounts	357	78	10	13%	Accounts not worked and/or documented within required guidelines		
Litigation Packages	0	0	0	0			
Compromises Offered	38	44	4	2%			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0%	Unable to certify ICRPs due to Titanium Conversion		
IVCs	0	0	0	0			
(b)(4) Rehabilitation's Offered	294	100	3	3%			
Rehabilitation's Submitted							
Letters Generated	12,557						
Death Resolutions	44	10	0	0%			
Disability Resolutions	81	40	3	8%	Accounts not worked and/or documented within required guidelines		
Bankruptcy Resolutions	0	0	0	0%			
Incarcerations	68	44	0	0%			
EFT - Account Update	2,788						
EFT - Billing	552						
EFT - Returns	0	0	0	0			
(b)(4) Accounts Recalled by ED	74	0	0	0%			
Accounts in Suspense	0	0	0	0			

Totals not available due to DMCS conversion



QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 99,724	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)	
Phone Calls Attempted	192,108	30	3	10%	Improper file documentation	Reps were counseled and received additional training
Borrower Contacts	8,052	178	32	18%	Improper file documentation. Accounts not documented within required guidelines.	Reps and managers were counseled and received additional training
Borrower Call-Ins	34,873	47	11	23%	Accounts not worked and documented within required guidelines.	Reps and managers were counseled and received additional training
Correspondence	805	100	0	0%		
(b)(4) Delinquent Accounts		100	25	25%	Accounts not worked within required guidelines.	
AWG Accounts	0	100	19	19%	Accounts not worked and/or documented within required guidelines.	
Litigation Packages	0	0	0	0		
Compromises Offered	26	26	0	0%		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	0	0	0	0%	Unable to certify ICRPs due to Titanium Conversion	
LVCs	0	0	0	0		
(b)(4) Rehabilitation's Offered	675	100	0	0%		
Rehabilitation's Submitted						
Letters Generated	34,154	0	0	0%		
Death Resolutions	30	10	0	0%		
Disability Resolutions	70	39	9	23%	Accounts not worked and/or documented within required guidelines.	
Bankruptcy Resolutions	0	1	0	0%		
Incarcerations	30	62	1	2%		
EFT - Account Update	4,744	0	0	0%		
EFT - Billing	616	0	0	0%		
EFT - Returns	34,049	0	0	0		
(b)(4) Accounts Recalled by ED	0	0	0	0%		
Accounts in Suspense	0	0	0	0		

Total of available due to MOS conversion

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 108,249	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)	
Phone Calls Attempted	167,039	20	2	10%	Improper file documentation	Reps were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Contacts	10,033	85	11	13%	Improper file documentation. Accounts not documented within required guidelines.	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Call-Ins	39,728	21	2	10%	Accounts not worked and documented within required guidelines.	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Correspondence	787	50	1	2%		
(b)(4) Delinquent Accounts		50	2	4%		
AWG Accounts	0	50	12	24%	Accounts not worked and/or documented within required guidelines	
Litigation Packages	0					
Compromises Offered	38	58	0	0%		
Consolidations Offered	0					
ICRP Cons. Offered	0	0	0	0%	Unable to certify ICRPs due to inability to update 04Z letter on Titanium.	
LVCs	0					
(b)(4) Rehabilitation's Offered	792	50	0	0%		
Rehabilitation's Submitted						
Letters Generated	12,557					
Death Resolutions	202	10	0	0%		
Disability Resolutions	95	39	14	36%	Accounts not worked and/or documented within required guidelines	
Bankruptcy Resolutions	0	1	1	100%	Account not worked within required guidelines.	
Incarcerations	50	30	0	0%		
EFT - Account Update	3,785					
EFT - Billing	1,206					
EFT - Returns	0					
(b)(4) Accounts Recalled by ED	0	0	0	0%		
Accounts in Suspense	0	0	0	0		

Total of available due to MOS conversion

QC Sample	Total Number	Sample Size	Errors Found	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 180,773	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)		
Phone Calls Attempted	175,116	18	2	11%	Improper file documentation	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	11,395	80	11	14%	Accounts not worked and documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	42,586	24	3	13%	Accounts not worked and documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	958	50	0	0%			
(b)(4) Delinquent Accounts		50	2	4%			
AWG Accounts	0	0	0	0%	No accounts worked due to not being able to send out the T12 letter		
Litigation Packages	0	0	0	0			
Compromises Offered	109	109	0	0%			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	25	0	0%			
LVCs	0	0	0	0			
(b)(4) Rehabilitation's Offered	1,101	50	0	0%			
Rehabilitation's Submitted							
Letters Generated	32,265						
Death Resolutions	201	4	0	0%			
Disability Resolutions	149	25	1	4%			
Bankruptcy Resolutions	0	1	0	0%			
Incarcerations	97	30	0	0%			
EFT - Account Update	5,144						
EFT - Billing	318						
EFT - Returns	0	0	0	0			
(b)(4) Accounts Recalled by ED	129	0	0	0%			
Accounts in Suspense	0	0	0	0			

Total of available  
 (MOS conversion)

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 153,070	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)	
Phone Calls Attempted	168,369	17	2	9%	Improper file documentation	Reps were counseled and received additional training
Borrower Contacts	9,950	86	5	6%	Accounts not documented within required guidelines.	Reps and managers were counseled and received additional training
Borrower Call-Ins	39,128	33	2	6%	Accounts not documented within required guidelines	Reps and managers were counseled and received additional training
Correspondence	1,061	50	1	2%		
(b)(4) Delinquent Accounts		50	3	6%	Accounts not worked within required guidelines.	Reps and managers were counseled and received additional training
AWG Accounts	0	0	0	0%	No accounts worked due to not being able to send out the T12 letter	
Litigation Packages	0	0	0	0		
Compromises Offered	92	92	0	0%		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	84	25	2	8%	Accounts not worked and documented within required guidelines.	Reps and managers were counseled and received additional training
I.V.C.s	0	0	0	0		
(b)(4) Rehabilitation's Offered	970	50	0	0%		
Rehabilitation's Submitted						
Letters Generated	30,495					
Death Resolutions	205	4	0	0%		
Disability Resolutions	263	25	0	0%		
Bankruptcy Resolutions	0	1	1	100%	Account not worked within required guidelines.	Reps and managers were counseled and received additional training
Incarcerations	141	30	5	17%	Accounts not documented within required guidelines.	Reps and managers were counseled and received additional training
EFT - Account Update	3,982					
EFT - Billing	0					
EFT - Returns	0					
(b)(4) Accounts Recalled by ED	0					
Accounts in Suspense	0	0	0	0		

Total not available due to DMOS conversion

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 152,218	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)	
Phone Calls Attempted	173,254	20	2	10%	Improper file documentation	Reps were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Contacts	9,687	82	14	17%	Accounts not documented within required guidelines	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Call-Ins	36,733	29	4	7%	Accounts not documented within required guidelines	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Correspondence	1,112	50	0	0%		
(b)(4) Delinquent Accounts		50	4	8%	Accounts not worked within required guidelines	
AWG Accounts	0	0	0	0%	No accounts worked due to not being able to send out the T12 letter	
Litigation Packages	0	0	0	0		
Compromises Offered	79	79	0	0%		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	33	22	0	0%		
LVCs	0	0	0	0		
(b)(4) Rehabilitation's Offered	725	50	0	0%		
Rehabilitation's Submitted						
Letters Generated	13,975					
Death Resolutions	140	4	0	0%		
Disability Resolutions	46	25	5	20%	Accounts not worked and documented within required guidelines	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	0	1	0	0%		
Incarcerations	43	21	0	0%		
EFT - Account Update	4,529					
EFT - Billing	0	0	0	0%		
EFT - Returns	0	0	0	0		
(b)(4) Accounts Recalled by ED	0	0	0	0%		
Accounts in Suspense	0	0	0	0		

Total not available due to TMS conversion

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 172,704	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)	
Phone Calls Attempted	162,025	18	1	6%	Improper file documentation	Reps were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Contacts	10,138	82	8	10%	Improper file documentation. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Call-Ins	37,372	25	1	4%		
Correspondence	1,037	50	0	0%		
(b)(4) Delinquent Accounts		50	4	8%	Accounts not worked within required guidelines	
AWG Accounts	0	0	0	0%	No accounts worked due to not being able to send out the T12 letter	
Litigation Packages	0	0	0	0		
Compromises Offered	64	64	0	0%		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	46	25	1	4%		
LVCs	0	0	0	0		
(b)(4) Rehabilitation's Offered	726	50	0	0%		
Rehabilitation's Submitted						
Letters Generated	34,357					
Death Resolutions	111	4	1	25%	Accounts not worked within required guidelines	
Disability Resolutions	383	25	5	20%	Accounts not documented within required guidelines	
Bankruptcy Resolutions	0	1	1	100%	Account not worked within required guidelines	
Incarcerations	90	30	0	0%		
EFT - Account Update	5,064					
EFT - Billing	2,478	0	0	0%		
EFT - Returns	0	0	0	0		
(b)(4) Accounts Recalled by ED	0	0	0	0%		
Accounts in Suspense	0	0	0	0		

Total of available  
 (MOS conversion)

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 110,503	0	0	0%	Any accounts worked due to Titanium Conversion (balances do not match)	
Phone Calls Attempted	150,647	21	2	10%	Improper file documentation	Reps were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Contacts	9,049	82	5	6%	Improper file documentation. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training Express importance and legalities in ongoing training sessions
Borrower Call-Ins	32,879	26	0	0%		
Correspondence	972	50	1	2%		
(b)(4) Delinquent Accounts		50	3	6%	Accounts not worked within required guidelines	
AWG Accounts	0	0	0	0%	No accounts worked due to not being able to send out the T12 letter	
Litigation Packages	0	0	0	0		
Compromises Offered	69	69	1	1%		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	46	25	0	0%		
LVCs	0	0	0	0		
(b)(4) Rehabilitation's Offered	996	50	0	0%		
Rehabilitation's Submitted	107					
Letters Generated	12,633					
Death Resolutions	129	4	2	50%	Accounts not worked within required guidelines	
Disability Resolutions	182	25	5	20%	Accounts not worked or documented within required guidelines	
Bankruptcy Resolutions	0	1	1	100%	Account not worked within required guidelines	
Incarcerations	165	30	1	3%		
EFT - Account Update	4,230					
EFT - Billing	4,982					
EFT - Returns	0	0	0	0		
(b)(4) Accounts Recalled by ED	0	0	0	0%		
Accounts in Suspense	0	0	0	0		

Total of quality control (MOS conversion)

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 7,495	50	0	0%		
Phone Calls Attempted	148,317	18	2	11%	Accounts not documented within required guidelines	Reps were counseled and received additional training
Borrower Contacts	8,708	83	13	16%	Improper file documentation. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training
Borrower Call-Ins	32,680	25	6	24%	Improper file documentation.	Reps and managers were counseled and received additional training
Correspondence	858	50	2	4%		
(b)(4) Delinquent Accounts		50	3	6%	Accounts not worked within required guidelines	
AWG Accounts	0	0	0	0%	Accounts under ED review/testing AWG process	
Litigation Packages	0					
Compromises Offered	93	93	1	1%		
Consolidations Offered						
ICRP Cons. Offered	39	26	0	0%		
LVCs						
(b)(4) Rehabilitation's Offered	905	50	0	0%		
Rehabilitation's Submitted	177	177	0	0%		
Letters Generated	54,591	0	0	0%		
Death Resolutions	63	4	2	50%	Accounts not worked within required guidelines	
Disability Resolutions	220	25	2	8%	Accounts not documented within required guidelines	
Bankruptcy Resolutions	0	1	0	0%		
Incarcerations	70	30	0	0%		
EFT - Account Update	4,032					
EFT - Billing	1,049					
EFT - Returns	0					
(b)(4) Accounts Recalled by ED	740					
Accounts in Suspense	0					

Details not available due to DMCS conversion



QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4)	50	0	0%		
Phone Calls Attempted	149,360	20	2	10%	Accounts not documented within required guidelines	Reps were counseled and received additional training
Borrower Contacts	10,024	79	9	11%	Improper file documentation. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training
Borrower Call-Ins	37,769	29	6	21%	Improper file documentation	Reps and managers were counseled and received additional training
Correspondence	1,067	50	1	2%		
(b)(4) Delinquent Accounts	273	50	0	0%		
AWG Accounts	1,576	50	0	0%		
Litigation Packages	0					
Compromises Offered	124	124	0	0%		
Consolidations Offered						
ICRP Cons. Offered	25	25	0	0%		
LVCs	11					
(b)(4) Rehabilitation's Offered	1,452	50	0	0%		
Rehabilitation's Submitted	88					
Letters Generated	20,740					
Death Resolutions	84	4	0	0%		
Disability Resolutions	55	25	3	12%	Accounts not documented within required guidelines	Reps were provided acceptable documentation to meet required guidelines.
Bankruptcy Resolutions	0	1	0	0%		
Incarcerations	78	30	1	3%		
EFT - Account Update	4,255					
EFT - Billing	1,714					
EFT - Returns	0					
(b)(4) Accounts Recalled by ED	857					
Accounts in Suspense						

Totals not available due to DMCS conversion

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 384	50	0	0%		
Phone Calls Attempted	132,421	20	2	10%	Accounts not documented within required guidelines	Reps were counseled and received additional training
Borrower Contacts	7,404	75	5	7%	Improper file documentation. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training
Borrower Call-Ins	35,039	34	2	6%	Improper file documentation.	Reps and managers were counseled and received additional training
Correspondence	840	50	1	2%		
(b)(4) Delinquent Accounts	248	50	3	6%	Accounts not worked within required guidelines	
AWG Accounts	1,472	50	0	0%		
Litigation Packages	0					
Compromises Offered	61	61	1	2%		
Consolidations Offered	0					
ICRP Cons. Offered	30	25	0	0%		
LVCs	49					
(b)(4) Rehabilitation's Offered	1,137	50	0	0%		
Rehabilitation's Submitted	90					
Letters Generated	22,740					
Death Resolutions	257	4	1	25%	Accounts not worked within required guidelines	Representatives counseled and importance of following guidelines emphasized
Disability Resolutions	208	25	8	32%	Accounts not worked and documented within required guidelines	Representatives counseled and importance of following guidelines emphasized
Bankruptcy Resolutions	0	1	0	0%		
Incarcerations	62	30	0	0%		
EFT - Account Update	3,328					
EFT - Billing	1,204					
EFT - Returns	30,934					
(b)(4) Accounts Recalled by ED	486					
Accounts in Suspense	425	30		0%		

QC Sample	Total Number	Sample Size	Errors Found	#	Description of Errors	Corrective Action	Preventive Measure
Balance Review	114,452	50	0	0%			
Phone Calls Attempted	162,636	17	1	6%	Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	9,416	80	9	11%	Improper file documentation, Accounts not documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	43,777	20	0	0%			
Correspondence	1,048	50	2	4%			
(b)(4) Delinquent Accounts	382	50	3	6%	Accounts not worked within required guidelines		
AWG Accounts	899	50	0	0%			
Litigation Packages	0						
Compromises Offered	57	57	0	0%			
Consolidations Offered	0						
ICRP Cons. Offered	16	18	0	0%			
LVCs	33						
(b)(4) Rehabilitation's Offered	1,065	50	0	0%			
Rehabilitation's Submitted	151						
Letters Generated	34,698						
Death Resolutions	136	4	4	100%	Accounts not worked within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Disability Resolutions	258	25	2	8%	Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	0	1	1	100%	Accounts not worked within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Incarcerations	68	30	0	0%			
EFT - Account Update	4,233						
EFT - Billing	1,231						
EFT - Returns	0						
(b)(4) Accounts Recalled by ED	1,359						
Accounts in Suspense	451						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	187,387	50				
Phone Calls Attempted	150,613	19	2 11%	Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	7,805	79	12 15%	Improper file documentation of the phone monitors	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	40,977	38	4 11%	Improper file documentation of the phone monitors	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	926	50	2 4%			
(b)(4) Delinquent Accounts	397	50	12 24%	Accounts not worked within required guidelines		
AWG Accounts	1,542	50	3 6%	Accounts not documented within required guidelines		
Litigation Packages	0					
Compromises Offered	76	76	0 0%			
Consolidations Offered	0					
ICRP Cons. Offered	21	21	0 0%			
LVCs	29					
(b)(4) Rehabilitation's Offered	932	50	0 0%			
Rehabilitation's Submitted	247					
Letters Generated	76,450					
Death Resolutions	124	4	0 0%			
Disability Resolutions	51	25	2 8%	Accounts not documented within required guidelines		
Bankruptcy Resolutions	0	1	0 0%			
Incarcerations	69	30	0 0%			
EFT - Account Update	6,347					
EFT - Billing	1,434					
EFT - Returns	0					
(b)(4) Accounts Recalled by ED	944					
Accounts in Suspense	503					

Totals not available due to DMCS conversion

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	196,022	50	0	0%		
Phone Calls Attempted	190,481	18	2	11%	Accounts not documented within required guidelines	Reps were counseled and received additional training
Borrower Contacts	8,009	97	13	14%	Improper file documentation of the phone monitors. Accounts not documented	Reps and managers were counseled and received additional training
Borrower Call-Ins	394,721	17	1	6%	Improper file documentation of the phone monitors	Reps and managers were counseled and received additional training
Correspondence	874	50	3	6%	Accounts not worked within required guidelines	Reps and managers were counseled and received additional training
(b)(4) Delinquent Accounts	385	30	1	3%		
AWG Accounts	726	50	3	6%	Accounts not documented within required guidelines	Reps and managers were counseled and received additional training
Litigation Packages	0					Reps required to submit accounts worked daily for review for 30 days to ensure proper documentation
Compromises Offered	61	61	0	0%		
Consolidations Offered	0					
ICRP Cons. Offered	14	14	0	0%		
LVCs	25					
(b)(4) Rehabilitation's Offered	1,003	50	0	0%		
Rehabilitation's Submitted	143					
Letters Generated	119,002					
Death Resolutions	116	4	0	0%		
Disability Resolutions	279	21	1	5%	Account not documented within required guidelines	Reps and managers were counseled and received additional training
Bankruptcy Resolutions	0	1	0	0%		Reps required to submit accounts worked daily for review for 30 days to ensure proper documentation
Incarcerations	109	24	0	0%		
EFT - Account Update	5,704					
EFT - Billing	1,015					
EFT - Returns	15,476					
(b)(4) Accounts Recalled by ED	852					
Accounts in Suspense	371					

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	121,762	50	0	0%			
Phone Calls Attempted	213,245	18	2	11%	Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	12,039	92	6	7%	Improper file documentation of the phone monitors. Accounts not documented	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	57,931	21	1	5%	Improper file documentation of the phone monitors	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,207	50	0	0%			
(b)(4) Delinquent Accounts	284	50	3	8%	Accounts not worked within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
AWG Accounts	1,340	50	3	6%	Accounts not documented within required guidelines	Representatives were counseled on required guidelines for documentation	Manager to monitor daily for compliance
Litigation Packages	0						
Compromises Offered	82	82	3	4%			
Consolidations Offered	0						
ICRP Cons. Offered	18	17	1	6%	Accounts not documented within required guidelines	Representative was counseled on required guidelines for documentation	Manager to monitor daily for compliance
LVCs	30						
(b)(4) Rehabilitation's Offered	1,697						
Rehabilitation's Submitted	612						
Letters Generated	68,240						
Death Resolutions	99	4	0	0%			
Disability Resolutions	202	25	2	8%	Accounts not worked within required guidelines	Representatives were counseled on required guidelines to prevent work gaps	Manager to monitor daily for compliance
Bankruptcy Resolutions	0	1	0	0%			
Incarcerations	65	30	0	0%			
EFT - Account Update	7,504						
EFT - Billing	1,532						
EFT - Returns	0						
(b)(4) Accounts Recalled by ED	773						
Accounts in Suspense	2,562						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 46,934	50	0	0%		
Phone Calls Attempted	42,303	19	1	5%	Accounts not documented within required guidelines	Reps were counseled and received additional training
Borrower Contacts	9,864	94	10	11%	Improper file documentation of the phone monitors. Accounts not documented	Reps and managers were counseled and received additional training
Borrower Call-Ins	32,826	48	6	13%	Improper file documentation of the phone monitors. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training
Correspondence	1,103	50	0	0%		
b)(4) Delinquent Accounts	333	50	10	20%	Accounts not worked within required guidelines	Reps and managers were counseled and received additional training
AWG Accounts	1,435	50	0	0%		
Litigation Packages	0					
Compromises Offered	116	116	0	0%		
Consolidations Offered	0					
ICRP Cons. Offered	17	17	1	7%	Accounts not worked within required guidelines	Representative was counseled on acceptable work gap for file
LVCs	23	0				
b)(4) Rehabilitation's Offered	1,633	50	50	0%		
Rehabilitation's Submitted	634					
Letters Generated	68,240					
Death Resolutions	136	4	0	0%		
Disability Resolutions	193	22	2	9%	Accounts not worked and documented within required guidelines	Representatives retrained on correct documentation and guidelines
Bankruptcy Resolutions	0	1	0	0%		
Incarcerations	81	30	0	0%		
EFT - Account Update	7,504					
EFT - Billing	1,532					
EFT - Returns	43,744					
b)(4) Accounts Recalled by ED	773					
Accounts in Suspense	1,586					

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	Preventive Measure
Balance Review	134,741	50	0 0%			
Phone Calls Attempted	171,299	18	1 6%	Accounts not documented within required guidelines	Reps were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Contacts	35,425	111	9 8%	Improper file documentation of the phone monitors. Accounts not documented	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Borrower Call-Ins	47,911	62	4 6%	Improper file documentation of the phone monitors. Accounts not documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Correspondence	1,087	50	0 0%			
(b)(4) Delinquent Accounts	400	50	1 2%			
AWG Accounts	1,052	50	1 2%			
Litigation Packages	N/A					
Compromises Offered	140	140	3 2%			
Consolidations Offered	N/A					
ICRP Cons. Offered	23	16	0 0%			
LVCs	15					
(b)(4) Rehabilitation's Offered	1,494	50	0 0%			
Rehabilitation's Submitted	1,035					
Letters Generated	49,768					
Death Resolutions	90	4	0 0%			
Disability Resolutions	249	18	2 11%	Accounts not worked and documented within required guidelines	Reps and managers were counseled and received additional training	Express importance and legalities in ongoing training sessions
Bankruptcy Resolutions	N/A					
Incarcerations	76	30	0 0%			
EFT - Account Update	4,876					
EFT - Billing	2,015					
EFT - Returns	44,925					
(b)(4) Accounts Recalled by ED	694					
Accounts in Suspense	0					