

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action
Balance Review	100	100	0		
Phone Calls Attempted	744,908				
Borrower Contacts	269,437				
Borrower Call-Ins	30,549				
Correspondence	867				
Delinquent Accounts	123				
AWG Accounts	248				
Litigation Packages	0				
Compromises Offered	165				
Consolidations Offered	0				
ICRP Cons. Offered	48				
LVCs	0				
Rehabilitation's Offered	1,046				
Rehabilitation's Submitted	0				
Letters Generated	38,974				
Death Resolutions	84				
Disability Resolutions	78				
Bankruptcy Resolutions	4				
Incarcerations	55				
EFT - Account Update	66,211				
EFT - Billing	1,139				
EFT - Returns	152				
Accounts Recalled by ED	590				
Accounts in Suspense	0				

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	744,908			
Borrower Contacts	269,437			
Borrower Call-Ins	30,549			
Correspondence	1,135			
Delinquent Accounts	585			
AWG Accounts	150			
Litigation Packages	0			
Compromises Offered	165			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	1,046			
Rehabilitation's Submitted	651			
Letters Generated	38,974			
Death Resolutions	40			
Disability Resolutions	46			
Bankruptcy Resolutions	7			
Incarcerations	14			
EFT - Account Update	41,102			
EFT - Billing	742			
EFT - Returns	59			
Accounts Recalled by ED	5,753			
Accounts in Suspense	0			

Description of Errors	Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action
Balance Review	100	100	0		
Phone Calls Attempted	739,145				
Borrower Contacts	18,850				
Borrower Call-Ins	24,780				
Correspondence	905				
Delinquent Accounts	202				
AWG Accounts	124				
Litigation Packages	0				
Compromises Offered	109				
Consolidations Offered	0				
ICRP Cons. Offered	97				
LVCs	0				
Rehabilitation's Offered	753				
Rehabilitation's Submitted	0				
Letters Generated	32,558				
Death Resolutions	71				
Disability Resolutions	90				
Bankruptcy Resolutions	6				
Incarcerations	30				
EFT - Account Update	49,975				
EFT - Billing	1,936				
EFT - Returns	111				
Accounts Recalled by ED	409				
Accounts in Suspense	0				

Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	739,145			
Borrower Contacts	18,850			
Borrower Call-Ins	24,780			
Correspondence	727			
Delinquent Accounts	575			
AWG Accounts	41			
Litigation Packages	0			
Compromises Offered	109			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	753			
Rehabilitation's Submitted	756			
Letters Generated	32,558			
Death Resolutions	23			
Disability Resolutions	37			
Bankruptcy Resolutions	6			
Incarcerations	10			
EFT - Account Update	17,682			
EFT - Billing	780			
EFT - Returns	31			
Accounts Recalled by ED	1,188			
Accounts in Suspense	1			

Description of Errors	Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	287,165			
Borrower Contacts	24,654			
Borrower Call-Ins	24,436			
Correspondence	941			
Deinquent Accounts	224			
AWG Accounts	389			
Litigation Packages	0			
Compromises Offered	127			
Consolidations Offered	0			
ICRP Cons. Offered	71			
LVCs	0			
Rehabilitation's Offered	788			
Rehabilitation's Submitted	0			
Letters Generated	38,427			
Death Resolutions	73			
Disability Resolutions	113			
Bankruptcy Resolutions	2			
Incarcerations	37			
EFT - Account Update	56,603			
EFT - Billing	1,134			
EFT - Returns	367			
Accounts Recalled by ED	509			
Accounts in Suspense	0			

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	287,165	
Borrower Contacts	24,654	
Borrower Call-Ins	24,436	
Correspondence	697	
Deinquent Accounts	615	
AWG Accounts	109	
Litigation Packages	0	
Compromises Offered	127	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	788	
Rehabilitation's Submitted	525	
Letters Generated	38,427	
Death Resolutions	24	
Disability Resolutions	25	
Bankruptcy Resolutions	0	
Incarcerations	9	
EFT - Account Update	12,753	
EFT - Billing	520	
EFT - Returns	297	
Accounts Recalled by ED	19,099	
Accounts in Suspense	0	

July 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	280,962			
Borrower Contacts	23,001			
Borrower Call-Ins	26,507			
Correspondence	744			
Delinquent Accounts	314			
AWG Accounts	218			
Litigation Packages	0			
Compromises Offered	140			
Consolidations Offered	0			
ICRP Cons. Offered	85			
LVCs	0			
Rehabilitation's Offered	878			
Rehabilitation's Submitted	0			
Letters Generated	43,052			
Death Resolutions	112			
Disability Resolutions	77			
Bankruptcy Resolutions	8			
Incarcerations	63			
EFT - Account Update	79,283			
EFT - Billing	1,171			
EFT - Returns	174			
Accounts Recalled by ED	314			
Accounts in Suspense	0			

July 2010

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	280,962	
Borrower Contacts	23,001	
Borrower Call-Ins	26,507	
Correspondence	649	
Delinquent Accounts	508	
AWG Accounts	125	
Litigation Packages	0	
Compromises Offered	140	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	878	
Rehabilitation's Submitted	398	
Letters Generated	43,052	
Death Resolutions	24	
Disability Resolutions	13	
Bankruptcy Resolutions	4	
Incarcerations	6	
EFT - Account Update	8,620	
EFT - Billing	364	
EFT - Returns	27	
Accounts Recalled by ED	781	
Accounts in Suspense	0	

August 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	253,352			
Borrower Contacts	24,559			
Borrower Call-Ins	18,527			
Correspondence	863			
Delinquent Accounts	250			
AWG Accounts	500			
Litigation Packages	0			
Compromises Offered	133			
Consolidations Offered	0			
ICRP Cons. Offered	107			
LVCs	0			
Rehabilitation's Offered	981			
Rehabilitation's Submitted	0			
Letters Generated	45,921			
Death Resolutions	126			
Disability Resolutions	121			
Bankruptcy Resolutions	14			
Incarcerations	123			
EFT - Account Update	78,167			
EFT - Billing	845			
EFT - Returns	279			
Accounts Recalled by ED	787			
Accounts in Suspense	1			

August 2010

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	253,352	
Borrower Contacts	24,559	
Borrower Call-Ins	18,527	
Correspondence	727	
Delinquent Accounts	447	
AWG Accounts	77	
Litigation Packages	0	
Compromises Offered	133	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	981	
Rehabilitation's Submitted	217	
Letters Generated	45,921	
Death Resolutions	26	
Disability Resolutions	10	
Bankruptcy Resolutions	8	
Incarcerations	1	
EFT - Account Update	6,084	
EFT - Billing	406	
EFT - Returns	79	
Accounts Recalled by ED	6,823	
Accounts in Suspense	0	

August 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	246,243			
Borrower Contacts	12,068			
Borrower Call-Ins	25,434			
Correspondence	818			
Delinquent Accounts	271			
AWG Accounts	466			
Litigation Packages	65			
Compromises Offered	127			
Consolidations Offered	0			
ICRP Cons. Offered	94			
LVCs	0			
Rehabilitation's Offered	815			
Rehabilitation's Submitted	784			
Letters Generated	55,949			
Death Resolutions	117			
Disability Resolutions	100			
Bankruptcy Resolutions	12			
Incarcerations	72			
EFT - Account Update	52,838			
EFT - Billing	1,400			
EFT - Returns	180			
Accounts Recalled by ED	921			
Accounts in Suspense	0			

August 2010

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	246,243	
Borrower Contacts	12,068	
Borrower Call-Ins	25,434	
Correspondence	427	
Deinquent Accounts	452	
AWG Accounts	34	
Litigation Packages	4	
Compromises Offered	127	
Consolidations Offered	0	
ICRP Cons. Offered	94	
LVCs	0	
Rehabilitation's Offered	815	
Rehabilitation's Submitted	784	
Letters Generated	55,949	
Death Resolutions	26	
Disability Resolutions	6	
Bankruptcy Resolutions	7	
Incarcerations	2	
EFT - Account Update	4,452	
EFT - Billing	380	
EFT - Returns	16	
Accounts Recalled by ED	15,126	
Accounts in Suspense	1	

August 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	150,003			
Borrower Contacts	19,087			
Borrower Call-Ins	281,620			
Correspondence	754			
Delinquent Accounts	333			
AWG Accounts	316			
Litigation Packages	48			
Compromises Offered	79			
Consolidations Offered	0			
ICRP Cons. Offered	77			
LVCs	0			
Rehabilitation's Offered	860			
Rehabilitation's Submitted	531			
Letters Generated	40,596			
Death Resolutions	99			
Disability Resolutions	72			
Bankruptcy Resolutions	2			
Incarcerations	199			
EFT - Account Update	68,693			
EFT - Billing	1,677			
EFT - Returns	193			
Accounts Recalled by ED	826			
Accounts in Suspense	0			

August 2010

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	150,003	
Borrower Contacts	19,087	
Borrower Call-Ins	281,620	
Correspondence	48	
Delinquent Accounts	367	
AWG Accounts	23	
Litigation Packages	2	
Compromises Offered	8	
Consolidations Offered	16,473	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	860	
Rehabilitation's Submitted	167	
Letters Generated	40,596	
Death Resolutions	12	
Disability Resolutions	5	
Bankruptcy Resolutions	0	
Incarcerations	2	
EFT - Account Update	3,151	
EFT - Billing	239	
EFT - Returns	16	
Accounts Recalled by ED	421	
Accounts in Suspense	0	

August 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	215,932			
Borrower Contacts	22,548			
Borrower Call-Ins	35,256			
Correspondence	1,465			
Delinquent Accounts	361			
AWG Accounts	369			
Litigation Packages	0			
Compromises Offered	114			
Consolidations Offered	0			
ICRP Cons. Offered	86			
LVCs	0			
Rehabilitation's Offered	1,126			
Rehabilitation's Submitted	402			
Letters Generated	66,212			
Death Resolutions	98			
Disability Resolutions	60			
Bankruptcy Resolutions	14			
Incarcerations	88			
EFT - Account Update	82,992			
EFT - Billing	1,807			
EFT - Returns	106			
Accounts Recalled by ED	1,008			
Accounts in Suspense	0			

August 2010

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	215,932	
Borrower Contacts	22,548	
Borrower Call-Ins	35,256	
Correspondence	1,465	
Delinquent Accounts	360	
AWG Accounts	23	
Litigation Packages	0	
Compromises Offered	114	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,126	
Rehabilitation's Submitted	166	
Letters Generated	66,212	
Death Resolutions	10	
Disability Resolutions	2	
Bankruptcy Resolutions	4	
Incarcerations	0	
EFT - Account Update	2,583	
EFT - Billing	228	
EFT - Returns	23	
Accounts Recalled by ED	414	
Accounts in Suspense	0	

August 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	193,822			
Borrower Contacts	21,576			
Borrower Call-Ins	26,922			
Correspondence	1,534			
Delinquent Accounts	341			
AWG Accounts	654			
Litigation Packages	50			
Compromises Offered	113			
Consolidations Offered	0			
ICRP Cons. Offered	98			
LVCs	0			
Renabilitation's Offered	962			
Rehabilitation's Submitted	728			
Letters Generated	60,479			
Death Resolutions	125			
Disability Resolutions	109			
Bankruptcy Resolutions	17			
Incarcerations	79			
EFT - Account Update	60,919			
EFT - Billing	1,295			
EFT - Returns	157			
Accounts Recalled by ED	1,014			
Accounts in Suspense	0			

August 2010

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	193,822	
Borrower Contacts	21,576	
Borrower Call-Ins	26,922	
Correspondence	230	
Delinquent Accounts	269	
AWG Accounts	23	
Litigation Packages	0	
Compromises Offered	113	
Consolidations Offered	0	
ICRP Cons. Offered	98	
LVCs	0	
Rehabilitation's Offered	962	
Rehabilitation's Submitted	657	
Letters Generated	60,479	
Death Resolutions	6	
Disability Resolutions	1	
Bankruptcy Resolutions	6	
Incarcerations	0	
EFT - Account Update	4,144	
EFT - Billing	206	
EFT - Returns	2	
Accounts Recalled by ED	792	
Accounts in Suspense	0	

August 2010

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	193,822			
Borrower Contacts	21,576			
Borrower Call-Ins	26,922			
Correspondence	1,534			
Delinquent Accounts	341			
AWG Accounts	654			
Litigation Packages	50			
Compromises Offered	113			
Consolidations Offered	0			
ICRP Cons. Offered	98			
LVCs	0			
Rehabilitation's Offered	962			
Rehabilitation's Submitted	728			
Letters Generated	60,479			
Death Resolutions	125			
Disability Resolutions	109			
Bankruptcy Resolutions	17			
Incarcerations	79			
EFT - Account Update	60,919			
EFT - Billing	1,295			
EFT - Returns	157			
Accounts Recalled by ED	1,014			
Accounts in Suspense	0			

August 2010

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	193,822	
Borrower Contacts	21,576	
Borrower Call-Ins	26,922	
Correspondence	230	
Delinquent Accounts	269	
AWG Accounts	23	
Litigation Packages	0	
Compromises Offered	113	
Consolidations Offered	0	
ICRP Cons. Offered	98	
LVCs	0	
Rehabilitation's Offered	962	
Rehabilitation's Submitted	657	
Letters Generated	60,479	
Death Resolutions	6	
Disability Resolutions	1	
Bankruptcy Resolutions	6	
Incarcerations	0	
EFT - Account Update	4,144	
EFT - Billing	206	
EFT - Returns	2	
Accounts Recalled by ED	792	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	199,474			
Borrower Contacts	24,932			
Borrower Call-Ins	35,497			
Correspondence	1,303			
Delinquent Accounts	462			
AWG Accounts	652			
Litigation Packages	0			
Compromises Offered	184			
Consolidations Offered	0			
ICRP Cons. Offered	120			
LVCs	0			
Rehabilitation's Offered	1,260			
Rehabilitation's Submitted	493			
Letters Generated	25,293			
Death Resolutions	171			
Disability Resolutions	63			
Bankruptcy Resolutions	9			
Incarcerations	108			
EFT - Account Update	80,134			
EFT - Billing	1,877			
EFT - Returns	298			
Accounts Recalled by ED	385			
Accounts in Suspense	1			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	199,474	
Borrower Contacts	24,932	
Borrower Call-Ins	35,497	
Correspondence	58	
Delinquent Accounts	244	
AWG Accounts	12	
Litigation Packages	0	
Compromises Offered	184	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,260	
Rehabilitation's Submitted	63	
Letters Generated	1,307	
Death Resolutions	9	
Disability Resolutions	0	
Bankruptcy Resolutions	4	
Incarcerations	0	
EFT - Account Update	4,527	
EFT - Billing	190	
EFT - Returns	11	
Accounts Recalled by ED	50	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	318,366			
Borrower Contacts	24,020			
Borrower Call-Ins	33,707			
Correspondence	3,395			
Delinquent Accounts	298			
AWG Accounts	832			
Litigation Packages	66			
Compromises Offered	169			
Consolidations Offered	0			
ICRP Cons. Offered	162			
LVCs	0			
Rehabilitation's Offered	1,214			
Rehabilitation's Submitted	568			
Letters Generated	78,512			
Death Resolutions	188			
Disability Resolutions	199			
Bankruptcy Resolutions	12			
Incarcerations	73			
EFT - Account Update	80,283			
EFT - Billing	1,892			
EFT - Returns	34,548			
Accounts Recalled by ED	1,737			
Accounts in Suspense	2			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	318,366	
Borrower Contacts	24,020	
Borrower Call-Ins	33,707	
Correspondence	291	
Delinquent Accounts	175	
AWG Accounts	16	
Litigation Packages	0	
Compromises Offered	169	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,214	
Rehabilitation's Submitted	68	
Letters Generated	1,581	
Death Resolutions	8	
Disability Resolutions	1	
Bankruptcy Resolutions	2	
Incarcerations	0	
EFT - Account Update	6,630	
EFT - Billing	238	
EFT - Returns	9	
Accounts Recalled by ED	370	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0	0	
Phone Calls Attempted	273,295			
Borrower Contacts	22,658			
Borrower Call-Ins	29,588			
Correspondence	3,038			
Delinquent Accounts	496			
AWG Accounts	721			
Litigation Packages	13			
Compromises Offered	114			
Consolidations Offered	0			
ICRP Cons. Offered	112			
LVCs	0			
Rehabilitation's Offered	1,143			
Rehabilitation's Submitted	592			
Letters Generated	47,260			
Death Resolutions	121			
Disability Resolutions	73			
Bankruptcy Resolutions	18			
Incarcerations	111			
EFT - Account Update	109,590			
EFT - Billing	1,605			
EFT - Returns	261			
Accounts Recalled by ED	977			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	273,295	
Borrower Contacts	22,658	
Borrower Call-Ins	29,588	
Correspondence	276	
Delinquent Accounts	201	
AWG Accounts	12	
Litigation Packages	0	
Compromises Offered	13	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,143	
Rehabilitation's Submitted	61	
Letters Generated	1,307	
Death Resolutions	19	
Disability Resolutions	0	
Bankruptcy Resolutions	0	
Incarcerations	6	
EFT - Account Update	109,590	
EFT - Billing	1,605	
EFT - Returns	261	
Accounts Recalled by ED	977	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0	0	
Phone Calls Attempted	238,382			
Borrower Contacts	24,103			
Borrower Call-Ins	30,502			
Correspondence	1,512			
Delinquent Accounts	556			
AWG Accounts	762			
Litigation Packages	40			
Compromises Offered	121			
Consolidations Offered	0			
ICRP Cons. Offered	125			
LVCs	0			
Rehabilitation's Offered	1,166			
Rehabilitation's Submitted	602			
Letters Generated	51,578			
Death Resolutions	112			
Disability Resolutions	123			
Bankruptcy Resolutions	13			
Incarcerations	90			
EFT - Account Update	57,032			
EFT - Billing	2,012			
EFT - Returns	201			
Accounts Recalled by ED	1,413			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	238,382	
Borrower Contacts	24,103	
Borrower Call-Ins	30,502	
Correspondence	135	
Delinquent Accounts	185	
AWG Accounts	14	
Litigation Packages	0	
Compromises Offered	4	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,166	
Rehabilitation's Submitted	602	
Letters Generated	1,035	
Death Resolutions	4	
Disability Resolutions	4	
Bankruptcy Resolutions	2	
Incarcerations	0	
EFT - Account Update	33,337	
EFT - Billing	126	
EFT - Returns	6	
Accounts Recalled by ED	275	
Accounts in Suspense	1	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	242,899			
Borrower Contacts	23,191			
Borrower Call-Ins	29,881			
Correspondence	1,952			
Delinquent Accounts	603			
AWG Accounts	918			
Litigation Packages	53			
Compromises Offered	128			
Consolidations Offered	0			
ICRP Cons. Offered	154			
LVCs	0			
Rehabilitation's Offered	1,251			
Rehabilitation's Submitted	649			
Letters Generated	68,837			
Death Resolutions	140			
Disability Resolutions	121			
Bankruptcy Resolutions	12			
Incarcerations	81			
EFT - Account Update	60,924			
EFT - Billing	3,304			
EFT - Returns	25,782			
Accounts Recalled by ED	1,461			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	242,899	
Borrower Contacts	23,191	
Borrower Call-Ins	29,881	
Correspondence	168	
Delinquent Accounts	171	
AWG Accounts	918	
Litigation Packages	0	
Compromises Offered	5	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,251	
Rehabilitation's Submitted	31	
Letters Generated	900	
Death Resolutions	12	
Disability Resolutions	5	
Bankruptcy Resolutions	4	
Incarcerations	1	
EFT - Account Update	2,787	
EFT - Billing	93	
EFT - Returns	163	
Accounts Recalled by ED	262	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	215,442			
Borrower Contacts	20,146			
Borrower Call-Ins	27,101			
Correspondence	1,650			
Delinquent Accounts	623			
AWG Accounts	633			
Litigation Packages	41			
Compromises Offered	100			
Consolidations Offered	0			
ICRP Cons. Offered	83			
LVCs	0			
Renabilitation's Offered	1,105			
Rehabilitation's Submitted	646			
Letters Generated	47,881			
Death Resolutions	100			
Disability Resolutions	73			
Bankruptcy Resolutions	0			
Incarcerations	59			
EFT - Account Update	64,376			
EFT - Billing	1,689			
EFT - Returns	167			
Accounts Recalled by ED	1,201			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	215,442	
Borrower Contacts	20,146	
Borrower Call-Ins	27,101	
Correspondence	127	
Delinquent Accounts	176	
AWG Accounts	6	
Litigation Packages	0	
Compromises Offered	1	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,105	
Rehabilitation's Submitted	33	
Letters Generated	851	
Death Resolutions	5	
Disability Resolutions	2	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	2,607	
EFT - Billing	63	
EFT - Returns	2	
Accounts Recalled by ED	165	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100		0	
Phone Calls Attempted	233,990			
Borrower Contacts	24,719			
Borrower Call-Ins	32,127			
Correspondence	1,950			
Delinquent Accounts	649			
AWG Accounts	881			
Litigation Packages	71			
Compromises Offered	129			
Consolidations Offered	0			
ICRP Cons. Offered	45			
LVCs	0			
Rehabilitation's Offered	972			
Rehabilitation's Submitted	626			
Letters Generated	59,692			
Death Resolutions	172			
Disability Resolutions	136			
Bankruptcy Resolutions	0			
Incarcerations	103			
EFT - Account Update	61,378			
EFT - Billing	2,458			
EFT - Returns	20,275			
Accounts Recalled by ED	1,354			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	233,990	
Borrower Contacts	24,719	
Borrower Call-Ins	32,127	
Correspondence	133	
Delinquent Accounts	197	
AWG Accounts	81	
Litigation Packages	0	
Compromises Offered	129	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	972	
Rehabilitation's Submitted	16	
Letters Generated	1,011	
Death Resolutions	8	
Disability Resolutions	5	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	3,639	
EFT - Billing	95	
EFT - Returns	9	
Accounts Recalled by ED	169	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	228,490			
Borrower Contacts	23,868			
Borrower Call-Ins	26,760			
Correspondence	1,587			
Deiinqent Accounts	817			
AWG Accounts	291			
Litigation Packages	11			
Compromises Offered	91			
Consolidations Offered	0			
ICRP Cons. Offered	38			
LVCs	0			
Rehabilitation's Offered	312			
Rehabilitation's Submitted	647			
Letters Generated	29,725			
Death Resolutions	33			
Disability Resolutions	65			
Bankruptcy Resolutions	0			
Incarcerations	18			
EFT - Account Update	20,052			
EFT - Billing	592			
EFT - Returns	51			
Accounts Recalled by ED	623			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	228,490	
Borrower Contacts	23,868	
Borrower Call-Ins	26,760	
Correspondence	128	
Deinquent Accounts	258	
AWG Accounts	11	
Litigation Packages	0	
Compromises Offered	1	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	312	
Rehabilitation's Submitted	25	
Letters Generated	461	
Death Resolutions	3	
Disability Resolutions	3	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	1,234	
EFT - Billing	0	
EFT - Returns	3	
Accounts Recalled by ED	110	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	265,446			
Borrower Contacts	19,660			
Borrower Call-Ins	26,326			
Correspondence	1,116			
Deiinqent Accounts	939			
AWG Accounts	765			
Litigation Packages	0			
Compromises Offered	48			
Consolidations Offered	0			
ICRP Cons. Offered	14			
LVCs	0			
Rehabilitation's Offered	301			
Rehabilitation's Submitted	767			
Letters Generated	18,959			
Death Resolutions	44			
Disability Resolutions	58			
Bankruptcy Resolutions	0			
Incarcerations	13			
EFT - Account Update	37,530			
EFT - Billing	801			
EFT - Returns	0			
Accounts Recalled by ED	0			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	265,446	
Borrower Contacts	19,660	
Borrower Call-Ins	26,326	
Correspondence	99	
Delinquent Accounts	199	
AWG Accounts	5	
Litigation Packages	0	
Compromises Offered	48	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	767	
Rehabilitation's Submitted	27	
Letters Generated	18,959	
Death Resolutions	4	
Disability Resolutions	1	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	37,530	
EFT - Billing	801	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted				
Borrower Contacts				
Borrower Call-Ins				
Correspondence				
Delinquent Accounts				
AWG Accounts				
Litigation Packages				
Compromises Offered				
Consolidations Offered				
ICRP Cons. Offered				
LVCs				
Rehabilitation's Offered				
Rehabilitation's Submitted				
Letters Generated				
Death Resolutions				
Disability Resolutions				
Bankruptcy Resolutions				
Incarcerations				
EFT - Account Update				
EFT - Billing				
EFT - Returns				
Accounts Recalled by ED				
Accounts in Suspense				

February 2011

QC Sample	Total Number	Sample Size
Balance Review		
Phone Calls Attempted		
Borrower Contacts		
Borrower Call-Ins		
Correspondence		
Delinquent Accounts		
AWG Accounts		
Litigation Packages		
Compromises Offered		
Consolidations Offered		
ICRP Cons. Offered		
LVCs		
Rehabilitation's Offered		
Rehabilitation's Submitted		
Letters Generated		
Death Resolutions		
Disability Resolutions		
Bankruptcy Resolutions		
Incarcerations		
EFT - Account Update		
EFT - Billing		
EFT - Returns		
Accounts Recalled by ED		
Accounts in Suspense		

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	275,497			
Borrower Contacts	22,400			
Borrower Call-Ins	25,384			
Correspondence	1,422			
Delinquent Accounts	1,494			
AWG Accounts	280			
Litigation Packages	0			
Compromises Offered	35			
Consolidations Offered	0			
ICRP Cons. Offered	3			
LVCs	0			
Rehabilitation's Offered	1,290			
Rehabilitation's Submitted	477			
Letters Generated	36,105			
Death Resolutions	209			
Disability Resolutions	97			
Bankruptcy Resolutions	129			
Incarcerations	0			
EFT - Account Update	57,107			
EFT - Billing	53			
EFT - Returns	0			
Accounts Recalled by ED	0			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	275,497	
Borrower Contacts	22,400	
Borrower Call-Ins	25,384	
Correspondence	36	
Delinquent Accounts	1,494	
AWG Accounts	1	
Litigation Packages	0	
Compromises Offered	35	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,290	
Rehabilitation's Submitted	23	
Letters Generated	36,105	
Death Resolutions	0	
Disability Resolutions	0	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	57,107	
EFT - Billing	53	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	234,123			
Borrower Contacts	24,300			
Borrower Call-Ins	33,911			
Correspondence	1,856			
Delinquent Accounts	1,079			
AWG Accounts	694			
Litigation Packages	0			
Compromises Offered	61			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	880			
Rehabilitation's Submitted	663			
Letters Generated	59,308			
Death Resolutions	318			
Disability Resolutions	221			
Bankruptcy Resolutions	0			
Incarcerations	107			
EFT - Account Update	43,349			
EFT - Billing	52			
EFT - Returns	0			
Accounts Recalled by ED	0			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	234,123	
Borrower Contacts	24,300	
Borrower Call-Ins	33,911	
Correspondence	42	
Delinquent Accounts	260	
AWG Accounts	14	
Litigation Packages	0	
Compromises Offered	61	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	880	
Rehabilitation's Submitted	25	
Letters Generated	59,308	
Death Resolutions	5	
Disability Resolutions	1	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	43,349	
EFT - Billing	52	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	222,828			
Borrower Contacts	23,647			
Borrower Call-Ins	33,388			
Correspondence	1,940			
Delinquent Accounts	1,217			
AWG Accounts	812			
Litigation Packages	0			
Compromises Offered	105			
Consolidations Offered	0			
ICRP Cons. Offered	1			
LVCs	0			
Rehabilitation's Offered	1,437			
Rehabilitation's Submitted	778			
Letters Generated	39,185			
Death Resolutions	438			
Disability Resolutions	227			
Bankruptcy Resolutions	0			
Incarcerations	133			
EFT - Account Update	53,326			
EFT - Billing	6392			
EFT - Returns	0			
Accounts Recalled by ED	1291			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	222,828	
Borrower Contacts	23,647	
Borrower Call-Ins	33,388	
Correspondence	49	
Delinquent Accounts	1,217	
AWG Accounts	17	
Litigation Packages	0	
Compromises Offered	105	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Renabilitation's Offered	1,437	
Renabilitation's Submitted	29	
Letters Generated	39,185	
Death Resolutions	1	
Disability Resolutions	1	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	53,326	
EFT - Billing	6392	
EFT - Returns	0	
Accounts Recalled by ED	1291	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	247,503			
Borrower Contacts	23,931			
Borrower Call-Ins	31,186			
Correspondence	1,964			
Deiinqent Accounts	1,513			
AWG Accounts	767			
Litigation Packages	0			
Compromises Offered	92			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	1,091			
Rehabilitation's Submitted	777			
Letters Generated	45,679			
Death Resolutions	399			
Disability Resolutions	277			
Bankruptcy Resolutions	0			
Incarcerations	130			
EFT - Account Update	51,152			
EFT - Billing	1,999			
EFT - Returns	0			
Accounts Recalled by ED	0			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	247,503	
Borrower Contacts	23,931	
Borrower Call-Ins	31,186	
Correspondence	132	
Deinquent Accounts	1,513	
AWG Accounts	39	
Litigation Packages	0	
Compromises Offered	0	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,091	
Rehabilitation's Submitted	777	
Letters Generated	45,679	
Death Resolutions	2	
Disability Resolutions	2	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	51,152	
EFT - Billing	1,999	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

February 2011

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	21,574			
Borrower Contacts	226,624			
Borrower Call-Ins	27,471			
Correspondence	1889			
Delinquent Accounts	1,325			
AWG Accounts	124			
Litigation Packages	0			
Compromises Offered	55			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	915			
Rehabilitation's Submitted	923			
Letters Generated	27,255			
Death Resolutions	54			
Disability Resolutions	167			
Bankruptcy Resolutions	0			
Incarcerations	70			
EFT - Account Update	34,179			
EFT - Billing	1,499			
EFT - Returns	0			
Accounts Recalled by ED	0			
Accounts in Suspense	0			

February 2011

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	21,574	
Borrower Contacts	226,624	
Borrower Call-Ins	27,471	
Correspondence	91	
Delinquent Accounts	1,325	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	3	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	915	
Rehabilitation's Submitted	38	
Letters Generated	27,255	
Death Resolutions	2	
Disability Resolutions	1	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	34,179	
EFT - Billing	1,499	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	229,552			
Borrower Contacts	23,848			
Borrower Call-Ins	26,971			
Correspondence	1333			
Deiinqent Accounts	1,395			
AWG Accounts	31			
Litigation Packages	0			
Compromises Offered	76			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Renabilitation's Offered	777			
Rehabilitation's Submitted	870			
Letters Generated	45,239			
Death Resolutions	172			
Disability Resolutions	443			
Bankruptcy Resolutions	0			
Incarcerations	85			
EFT - Account Update	41,575			
EFT - Billing	1,790			
EFT - Returns	0			
Accounts Recalled by ED	365			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	229,552	
Borrower Contacts	23,848	
Borrower Call-Ins	26,971	
Correspondence	109	
Delinquent Accounts	185	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	3	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Renabilitation's Offered	777	
Rehabilitation's Submitted	19	
Letters Generated	45,239	
Death Resolutions	2	
Disability Resolutions	1	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	41,575	
EFT - Billing	1,790	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	193,250			
Borrower Contacts	23,312			
Borrower Call-Ins	25,854			
Correspondence	1847			
Delinquent Accounts	1,427			
AWG Accounts	31			
Litigation Packages	0			
Compromises Offered	81			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	433			
Rehabilitation's Submitted	533			
Letters Generated	27,601			
Death Resolutions	152			
Disability Resolutions	220			
Bankruptcy Resolutions	0			
Incarcerations	177			
EFT - Account Update	42,437			
EFT - Billing	2,215			
EFT - Returns	99,024			
Accounts Recalled by ED	1028			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	193,250	
Borrower Contacts	23,312	
Borrower Call-Ins	25,854	
Correspondence	151	
Delinquent Accounts	201	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	81	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	433	
Rehabilitation's Submitted	24	
Letters Generated	27,601	
Death Resolutions	7	
Disability Resolutions	10	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	42,437	
EFT - Billing	2,215	
EFT - Returns	99,024	
Accounts Recalled by ED	1028	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	200,895			
Borrower Contacts	20,175			
Borrower Call-Ins	24,938			
Correspondence	1591			
Delinquent Accounts	1,228			
AWG Accounts	0			
Litigation Packages	0			
Compromises Offered	40			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	1,531			
Rehabilitation's Submitted	476			
Letters Generated	65,454			
Death Resolutions	92			
Disability Resolutions	111			
Bankruptcy Resolutions	0			
Incarcerations	100			
EFT - Account Update	32,377			
EFT - Billing	2,453			
EFT - Returns	0			
Accounts Recalled by ED	784			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	
Phone Calls Attempted	200,895	
Borrower Contacts	20,175	
Borrower Call-Ins	24,938	
Correspondence	111	
Delinquent Accounts	181	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	40	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,531	
Rehabilitation's Submitted	27	
Letters Generated	65,454	
Death Resolutions	5	
Disability Resolutions	7	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	32,377	
EFT - Billing	2,453	
EFT - Returns	0	
Accounts Recalled by ED	0	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	230,193			
Borrower Contacts	22,747			
Borrower Call-Ins	27,768			
Correspondence	2,090			
Delinquent Accounts	1,650			
AWG Accounts	542			
Litigation Packages	16			
Compromises Offered	62			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	2,006			
Rehabilitation's Submitted	474			
Letters Generated	29,574			
Death Resolutions	80			
Disability Resolutions	107			
Bankruptcy Resolutions	0			
Incarcerations	93			
EFT - Account Update	39,780			
EFT - Billing	3,242			
EFT - Returns	0			
Accounts Recalled by ED	667			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	230,193	
Borrower Contacts	22,747	
Borrower Call-Ins	27,768	
Correspondence	68	
Delinquent Accounts	1,650	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	1	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Renabilitation's Offered	2,006	
Rehabilitation's Submitted	23	
Letters Generated	29,574	
Death Resolutions	4	
Disability Resolutions	0	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	39,780	
EFT - Billing	3,242	
EFT - Returns	0	
Accounts Recalled by ED	667	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted				
Borrower Contacts				
Borrower Call-Ins				
Correspondence				
Delinquent Accounts				
AWG Accounts				
Litigation Packages				
Compromises Offered				
Consolidations Offered				
ICRP Cons. Offered				
LVCs				
Rehabilitation's Offered				
Rehabilitation's Submitted				
Letters Generated				
Death Resolutions				
Disability Resolutions				
Bankruptcy Resolutions				
Incarcerations				
EFT - Account Update				
EFT - Billing				
EFT - Returns				
Accounts Recalled by ED				
Accounts in Suspense				

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted		
Borrower Contacts		
Borrower Call-Ins		
Correspondence		
Delinquent Accounts		
AWG Accounts		
Litigation Packages		
Compromises Offered		
Consolidations Offered		
ICRP Cons. Offered		
LVCs		
Rehabilitation's Offered		
Rehabilitation's Submitted		
Letters Generated		
Death Resolutions		
Disability Resolutions		
Bankruptcy Resolutions		
Incarcerations		
EFT - Account Update		
EFT - Billing		
EFT - Returns		
Accounts Recalled by ED		
Accounts in Suspense		

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	0		
Phone Calls Attempted	286,833			
Borrower Contacts	25,318			
Borrower Call-Ins	25,483			
Correspondence	1,841			
Delinquent Accounts	2,014			
AWG Accounts	900			
Litigation Packages	5			
Compromises Offered	48			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Renabilitation's Offered	1,750			
Rehabilitation's Submitted	808			
Letters Generated	78,240			
Death Resolutions	72			
Disability Resolutions	114			
Bankruptcy Resolutions	0			
Incarcerations	85			
EFT - Account Update	63,374			
EFT - Billing	3,100			
EFT - Returns	0			
Accounts Recalled by ED	1,654			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	0
Phone Calls Attempted	286,833	
Borrower Contacts	25,318	
Borrower Call-Ins	25,483	
Correspondence	52	
Deinquent Accounts	2,014	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	0	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,750	
Rehabilitation's Submitted	23	
Letters Generated	78,240	
Death Resolutions	4	
Disability Resolutions	5	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	63,374	
EFT - Billing	3,100	
EFT - Returns	0	
Accounts Recalled by ED	1654	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	25,332			
Borrower Contacts	287,684			
Borrower Call-Ins	25,969			
Correspondence	1,817			
Delinquent Accounts	2,552			
AWG Accounts	900			
Litigation Packages	0			
Compromises Offered	65			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	1,674			
Rehabilitation's Submitted	680			
Letters Generated	55,963			
Death Resolutions	131			
Disability Resolutions	94			
Bankruptcy Resolutions	0			
Incarcerations	104			
EFT - Account Update	102,178			
EFT - Billing	2,732			
EFT - Returns	0			
Accounts Recalled by ED	816			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	25,332	
Borrower Contacts	287,684	
Borrower Call-Ins	25,969	
Correspondence	27	
Delinquent Accounts	2,552	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	65	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,674	
Rehabilitation's Submitted	25	
Letters Generated	55,963	
Death Resolutions	1	
Disability Resolutions	0	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	102,178	
EFT - Billing	2,732	
EFT - Returns	0	
Accounts Recalled by ED	816	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	292,945			
Borrower Contacts	22,811			
Borrower Call-Ins	26,725			
Correspondence	1,741			
Delinquent Accounts	1,182			
AWG Accounts	1150			
Litigation Packages	0			
Compromises Offered	60			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	1,965			
Rehabilitation's Submitted	635			
Letters Generated	36,635			
Death Resolutions	114			
Disability Resolutions	93			
Bankruptcy Resolutions	0			
Incarcerations	174			
EFT - Account Update	59,616			
EFT - Billing	2,554			
EFT - Returns	20,526			
Accounts Recalled by ED	816			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	292,945	
Borrower Contacts	22,811	
Borrower Call-Ins	26,725	
Correspondence	41	
Delinquent Accounts	1,182	
AWG Accounts	0	
Litigation Packages	0	
Compromises Offered	60	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	1,965	
Rehabilitation's Submitted	23	
Letters Generated	36,635	
Death Resolutions	1	
Disability Resolutions	2	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	59,616	
EFT - Billing	2,554	
EFT - Returns	20,526	
Accounts Recalled by ED	816	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	337,206			
Borrower Contacts	30,349			
Borrower Call-Ins	36,275			
Correspondence	2,304			
Delinquent Accounts	168			
AWG Accounts	2901			
Litigation Packages	0			
Compromises Offered	97			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	2,096			
Rehabilitation's Submitted	469			
Letters Generated	60,642			
Death Resolutions	136			
Disability Resolutions	135			
Bankruptcy Resolutions	0			
Incarcerations	140			
EFT - Account Update	71,778			
EFT - Billing	4,523			
EFT - Returns	0			
Accounts Recalled by ED	862			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	337,206	
Borrower Contacts	30,349	
Borrower Call-Ins	36,275	
Correspondence	18	
Delinquent Accounts	168	
AWG Accounts	27	
Litigation Packages	0	
Compromises Offered	97	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	2,096	
Rehabilitation's Submitted	18	
Letters Generated	60,642	
Death Resolutions	1	
Disability Resolutions	6	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	71,778	
EFT - Billing	4,523	
EFT - Returns	0	
Accounts Recalled by ED	862	
Accounts in Suspense	0	

May 2012

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	321,295			
Borrower Contacts	28,709			
Borrower Call-Ins	36,971			
Correspondence	2,718			
Delinquent Accounts	969			
AWG Accounts	1500			
Litigation Packages	0			
Compromises Offered	106			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Renabilitation's Offered	2,341			
Rehabilitation's Submitted	941			
Letters Generated	31,047			
Death Resolutions	145			
Disability Resolutions	156			
Bankruptcy Resolutions	0			
Incarcerations	95			
EFT - Account Update	1,046			
EFT - Billing	2,921			
EFT - Returns	0			
Accounts Recalled by ED	1,046			
Accounts in Suspense	0			

May 2012

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	321,295	
Borrower Contacts	28,709	
Borrower Call-Ins	36,971	
Correspondence	19	
Delinquent Accounts	969	
AWG Accounts	17	
Litigation Packages	0	
Compromises Offered	10	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	2,341	
Rehabilitation's Submitted	11	
Letters Generated	31,047	
Death Resolutions	2	
Disability Resolutions	2	
Bankruptcy Resolutions	0	
Incarcerations	0	
EFT - Account Update	1,046	
EFT - Billing	2,921	
EFT - Returns	0	
Accounts Recalled by ED	1,046	
Accounts in Suspense	0	

March 2013

QC Sample	Total Number	Sample Size	Errors Found	
Balance Review	100	100	0	
Phone Calls Attempted	321,814			
Borrower Contacts	25,527			
Borrower Call-Ins	33,958			
Correspondence	2,514			
Delinquent Accounts	1,065			
AWG Accounts	3000			
Litigation Packages	0			
Compromises Offered	90			
Consolidations Offered	0			
ICRP Cons. Offered	0			
LVCs	0			
Rehabilitation's Offered	2,300			
Rehabilitation's Submitted	1389			
Letters Generated	49,403			
Death Resolutions	147			
Disability Resolutions	225			
Bankruptcy Resolutions	0			
Incarcerations	123			
EFT - Account Update	74,525			
EFT - Billing	2,773			
EFT - Returns	0			
Accounts Recalled by ED	1,024			
Accounts in Suspense	0			

March 2013

QC Sample	Total Number	Sample Size
Balance Review	100	100
Phone Calls Attempted	321,814	
Borrower Contacts	25,527	
Borrower Call-Ins	33,958	
Correspondence	21	
Delinquent Accounts	160	
AWG Accounts	25	
Litigation Packages	0	
Compromises Offered	12	
Consolidations Offered	0	
ICRP Cons. Offered	0	
LVCs	0	
Rehabilitation's Offered	2,300	
Rehabilitation's Submitted	26	
Letters Generated	49,403	
Death Resolutions	4	
Disability Resolutions	7	
Bankruptcy Resolutions	0	
Incarcerations	1	
EFT - Account Update	74,525	
EFT - Billing	2,773	
EFT - Returns	0	
Accounts Recalled by ED	1,024	
Accounts in Suspense	0	