

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 474	74	0	0	N/A	N/A	N/A
Phone Calls Attempted	237883	37	0	0	N/A	N/A	N/A
Borrower Contacts	15018	37	0	0	N/A	N/A	N/A
Borrower Call-Ins	6712	5	0	0	N/A	N/A	N/A
Correspondence	919	104	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	144	144	0	0%	N/A	N/A	N/A
AWG Accounts	1267	497	3	0.60%	L102 not documented	L102 documented with employment information	Coaching session with employee involved
(b)(4) Litigation Packages	0	0	0	0	N/A	N/A	N/A
Compromises Offered	73	73	0	0	N/A	N/A	N/A
Consolidations Offered	0	0	0	0	N/A	N/A	N/A
ICRP Cons. Offered	323	323	0	0	N/A	N/A	N/A
LVCs	91	89	2	0.02%	Corrected ADOI	Sent new form to borrower	Sending back to borrower before submission
(b)(4) Rehabilitation's Offered	751	751	0	0	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0	N/A	N/A	N/A
Letters Generated	35,564	136	0	0	N/A	N/A	N/A
Death Resolutions	85	84	1	0.01%	Certificate not accepted by ED	N/A	N/A
Disability Resolutions	49	42	7	14%	Clarification required	Contacted physician for clarification	Review for sufficient clarification prior to submission
Bankruptcy Resolutions	6	6	0	0	N/A	N/A	N/A
Incarcerations	60	60	0	0	N/A	N/A	N/A
EFT - Account Update	22	22	0	0	N/A	N/A	N/A
EFT - Billing	5	5	0	0	N/A	N/A	N/A
EFT - Returns	29	29	0	0	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	560	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 117	117	0	0	N/A	N/A	N/A
Phone Calls Attempted	8551	39	0	0	N/A	N/A	N/A
Borrower Contacts	456	25	0	0	N/A	N/A	N/A
Borrower Call-Ins	456	2	0	0	N/A	N/A	N/A
Correspondence	1,105	78	0	0%	N/A	N/A	N/A
Delinquent Accounts (Broken Promises)	277	0	0	0	N/A	N/A	N/A
AWG Accounts	1896	445	28	6%	Validation Denials	Correct denial reason and restart AWG process	Correct Documentation on L102
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	71	71	0	0	N/A	N/A	N/A
Consolidations Offered	0	0	0	0	N/A	N/A	N/A
ICRP Cons. Offered	290	0	0	0	N/A	N/A	N/A
LVCs	97	97	3	3%	1 n loan only, 1 borr signature, 1 adoi reject	resent packs to borr for them to sign again	N/a
(b)(4) Rehabilitation's Offered	719	0	0	0	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0	N/A	N/A	N/A
Letters Generated	39,418	0	0	0	N/A	N/A	N/A
Death Resolutions	63	63	1	1%	cert rejected due to illegibility	asked central research to send copy received from vital statistics	N/A
Disability Resolutions	69	69	10	14%	4 rej by mon for dr illegible penmanship, 1 rej by monitor-clarification ltr sent by dr was not done on new page 2. 5 rej due to nds clarification	contacted dr office for clarification of diagnosis in legible writing	N/A
Bankruptcy Resolutions	2	2	0	0	N/A	N/A	N/A
Incarcerations	54	54	5	9%	dob incomplete, monitor sd could not use sentence end date	sent back to central research for letter to facility,	N/A
EFT - Account Update	18	0	0	0	N/A	N/A	N/A
EFT - Billing	4	0	0	0	N/A	N/A	N/A
EFT - Returns	30	0	0	0	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	426	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 115	115	0	0%	n/a	n/a	n/a
Phone Calls Attempted	187,026	33	0	0%	n/a	n/a	n/a
Borrower Contacts	13,619	12	0	0%	n/a	n/a	n/a
Borrower Call-Ins	13,619	8	0	0%	n/a	n/a	n/a
Correspondence	1131	91	0	0%	n/a	n/a	n/a
Delinquent Accounts (Broken Promises)	147	147	0	0%	n/a	n/a	n/a
AWG Accounts	2343	553	3	1%	Validation denials	Redocument L102	Ensure document is correct on L102
(b)(4) Litigation Packages	0	0	0	0	n/a	n/a	n/a
Compromises Offered	43	43	0	0%	n/a	n/a	n/a
Consolidations Offered	0	0	0	0%	n/a	n/a	n/a
ICRP Cons. Offered	232	232	0	0	n/a	n/a	n/a
LVCs	136	135	3	2%	Rej ADOJ, REJ Check Stubs	Resent ADOJ, Obtained Difference Ckeck Stubs from borr	
(b)(4) Rehabilitation's Offered	492	492	0	0%	n/a	n/a	n/a
Rehabilitation's Submitted	3	3	0	0%	n/a	n/a	n/a
Letters Generated	34,183	150	0	0	n/a	n/a	n/a
Death Resolutions	101	101	1	1%	L102 Notated Incorrectly	Resubmit with correct notation	
Disability Resolutions	67	67	14	7%	Clarification needed/requested by monitor, faxed blank app to dr office	Contacted physcian office to obtain clarification, mailed to dr for completion	Not to fax blank app to dr office for completion.
Bankruptcy Resolutions	1	1	0	0%	n/a	n/a	n/a
QC Sample	37	37	1	1%	Resubmit less than 9 mos. The time ED reviewed it.	None	N/A
EFT - Account Update	21	21	0	0%	n/a	n/a	n/a
EFT - Billing	4	4	0	0%	n/a	n/a	n/a
EFT - Returns	37	37	0	0%	n/a	n/a	n/a
(b)(4) Accounts Recalled by ED	457	457	0	0%	n/a	n/a	n/a
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 115	115	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	160,960	34	0	0.00%	N/A	N/A	N/A
Borrower Contacts	13,688	22	0	0.00%	N/A	N/A	N/A
Borrower Call-Ins	13,688	21	0	0.00%	N/A	N/A	N/A
Correspondence	1882	143	0	0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	161	161	0	0.00%	N/A	N/A	N/A
AWG Accounts	2561	0	0	0.00%	Did not get validation denial report this month	N/A	N/A
(b)(4) Litigation Packages	22	22	1	4.00%	pnote amount	correct and resubmit	review coi/cclr prior to submitting to ensure figures are accurate
Compromises Offered	47	47	0	0.00%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0.00%	N/A	N/A	N/A
ICRP Cons. Offered	238	238	0	0.00%	N/A	N/A	N/A
LVCs	134	134	2	1.00%	adoi corrected, not initialed	resent adoi to borr	review complete application to ensure dates are correct
(b)(4) Rehabilitation's Offered	573	573	0	0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	15	15	0	0.00%	N/A	N/A	N/A
Letters Generated	47994	200	0	0.00%	N/A	N/A	N/A
Death Resolutions	72	72	3	4.00%	ED did not accept expl cent from central research	could not resend	N/A
Disability Resolutions	62	62	4	6.00%	ED required clarification of diagnosis	getting clarification from the physcian office	N/A
Bankruptcy Resolutions	1	1	0	0.00%	N/A	N/A	N/A
Incarcerations	42	42	3	7.00%	notations on L102	renotated and resubmitted	ensure notations on L102 are the required INC notations
EFT - Account Update	17	17	0%	N/A	N/A	N/A	N/A
EFT - Billing	5	5	0%	N/A	N/A	N/A	N/A
EFT - Returns	33	33	0%	N/A	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	304	304	0%	N/A	N/A	N/A	N/A
Accounts in Suspense	0	0	0%	N/A	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found # %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 118	118	0 0.00%	N/A	N/A	N/A
Phone Calls Attempted	169725	148	0 0.00%	N/A	N/A	N/A
Borrower Contacts	17036	58	0 0.00%	N/A	N/A	N/A
Borrower Call-Ins	17036	17	0 0.00%	N/A	N/A	N/A
Correspondence	1832	116	0 0.00%	N/A	N/A	N/A
Delinquent Accounts (Broken Promises)	155	155	0 0.00%	N/A	N/A	N/A
AWG Accounts	2644	0	0 0.00%	N/A	N/A	N/A
Modification Packages	28	11	3 10.00%	LINE 15 PRINCP LNDER	SPOKE TO LIT UNIT FOR GUIDENCE	N/A
Compromises Offered	73	73	0 0.00%	N/A	N/A	N/A
Consolidations Offered	0	0	0 0.00%	N/A	N/A	N/A
ICRP Cons. Offered	235	118	3 2.00%	SIGNATURE CORRECTED ADOI AND RPS	RESENT PAGES TO BORR	N/A
LVCs	0	0	0 0.00%	N/A	N/A	N/A
Rehabilitation's Offered	746	746	0 0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	201	201	3 0.00%	N/A	N/A	N/A
Letters Generated	40487	300	0 0.00%	N/A	N/A	N/A
Death Resolutions	68	68	0 0.00%	N/A	N/A	N/A
Disability Resolutions	93	83	10 10.00%	NEED CLARIFICATION LTR & DISCREPANCIES WITH DR LIC#	SP TO DR OFFICE TO GET CLARIFICATION LTRS	N/A
Bankruptcy Resolutions	6	6	0 0.00%	N/A	N/A	N/A
Incarcerations	68	65	3 4.00%	SUPPORTING DOCS NOT ACCEPTED BY ED	CONTACTED CR FOR ADDITIONAL DOCUMENTATION	N/A
EFT - Account Update	20	0	0 N/A	N/A	N/A	N/A
EFT - Billing	4	0	0 N/A	N/A	N/A	N/A
EFT - Returns	37	0	0 N/A	N/A	N/A	N/A
Accounts Recalled by ED	375	0	0 N/A	N/A	N/A	N/A
Accounts in Suspense	0	0	0 N/A	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found # %		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0	N/A	N/A	N/A
Phone Calls Attempted	151485	54	0	0	N/A	N/A	N/A
Borrower Contacts	16750	23	0	0	N/A	N/A	N/A
Borrower Call-Ins	16750	5	0	0	N/A	N/A	N/A
Correspondence	1537	80	0	0	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	526	0	0	0	N/A	N/A	N/A
AWG Accounts	3185	508	0	0	N/A	N/A	N/A
(b)(4) Litigation Packages	33	33	0	0	N/A	N/A	N/A
Compromises Offered	64	64	0	0	N/A	N/A	N/A
Consolidations Offered	0	0	0	0	N/A	N/A	N/A
ICRP Cons. Offered	263	0	0	0	N/A	N/A	N/A
LVCs	133	133	2	0.01	ADOI INCOME WRONG, FUTURE DATED APPLICATION	RESENT ADOI, SUBMITTED APP ON SIGNATURE DATE	N/A
(b)(4) Rehabilitations Offered	752	752	0	0	N/A	N/A	N/A
Rehabilitations Submitted	270	270	17	0.06	NO BSR APL RECD	ENSURE BSR APPL IS MAILED DL	N/A
Letters Generated	65,028	300	0	0	N/A	N/A	N/A
Death Resolutions	112	112	0	0	N/A	N/A	N/A
Disability Resolutions	63	63	10	0.15	CLARIFICATION LTRS REQ BY MONITOR, WRONG COLL CODE	CONTACTED PHYS FOR CLARIFICATION LTRS	N/A
Bankruptcy Resolutions	5	5	0	0	N/A	N/A	N/A
Incarcerations	42	42	0	0	N/A	N/A	N/A
EFT - Account Update	21	0	0	0	N/A	N/A	N/A
EFT - Billing	4	0	0	0	N/A	N/A	N/A
EFT - Returns	18	0	0	0	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	656	0	0	0	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 151	151	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	177527	55	0	0.00%	N/A	N/A	N/A
Borrower Contacts	15118	22	0	0.00%	N/A	N/A	N/A
Borrower Call-Ins	15118	1	0	0.00%	N/A	N/A	N/A
Correspondence	1820	47	0	0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	189	0	0	0.00%	N/A	N/A	N/A
AWG Accounts	2239	501	0	0.00%	N/A	N/A	N/A
(b)(4) Litigation Packages	19	15	0	0.00%	N/A	N/A	N/A
Compromises Offered	66	66	4	0.00%	INCORRECT DOCUMENTATION	ENSURE DOCUMENTATION IS ACCURATE	QC ALL DOCUMENTATION
Consolidations Offered	0	0	0	0.00%	N/A	N/A	N/A
ICRP Cons. Offered	264	0	0	0.00%	N/A	N/A	N/A
LVCs	152	152	1	0.60%	BORR SENT IN APPLICATION AND COMPLETED APPLICATION ONLINE	BOTH APPLICATIONS CANCELLED BY DIRECT LOANS	BETTER EXPLN PROCESS TO BORR AND IMPORT OF FWD APP TO AGY
(b)(4) Rehabilitation's Offered	680	680	0	0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	315	315	7	2.22%	NO APL, INCOMPLETE APL, 8 PYMTS	ENSURE APL IS COMPLETE, 9 PYMTS	REVIEW ALL ACCTS PRIOR TO PROCESSING
Letters Generated	42176	300	0	0.00%	N/A	N/A	N/A
Death Resolutions	114	101	2	2.00%	1 SCAN'D CERT NOT READABLE, 1 SCAN'D CERT ATTACH COULD NOT BE OPEND	REQUESTED ORIG CERT FROM CENTRAL RESEARCH. AND RESENT ATTACHMENT VIA SCAN	N/A
Disability Resolutions	50	39	6	15.00%	ANSWER TO QUESTION 2B	ASKED FOR CLARIFICATION FROM PHYSICIANS	EDUCATE BORR ON WHAT INFO IS NEEDED FROM PHYSICIAN
Bankruptcy Resolutions	5	5	0	0.00%	N/A	N/A	N/A
Incarcerations	85	77	0	0.00%	N/A	N/A	N/A
EFT - Account Update	21	0	0	0.00%	N/A	N/A	N/A
EFT - Billing	4	0	0	0.00%	N/A	N/A	N/A
EFT - Returns	12	0	0	0.00%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	785	0	0	0.00%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.00%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found # %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0 0.00%	N/A	N/A	N/A
Phone Calls Attempted	176,464	30	0 0.00%	N/A	N/A	N/A
Borrower Contacts	15,234	18	0 0.00%	N/A	N/A	N/A
Borrower Call-Ins	15,234	6	0 0.00%	N/A	N/A	N/A
Correspondence	1518	78	0 0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	96	0	0 0.00%	N/A	N/A	N/A
AWG Accounts	5171	0	0 0.00%	N/A	N/A	N/A
(b)(4) Litigation Packages	28	28	0 0.00%	N/A	N/A	N/A
Compromises Offered	53	53	3 5.00%	ERRORS IN NOTATIONS	ENSURE NOTATIONS ARE THE ED REQUIRED NOTATIONS	AUDIT ALL NOTATIONS TO ENSURE THEY ARE CORRECT
Consolidations Offered	0	N/A	N/A N/A	N/A	N/A	N/A
ICRP Cons. Offered	308	308	0 0.00%	N/A	N/A	N/A
LVCs	133	133	3 2.00%	BORR PUT DATE SAME LINE AS SIGN. ADOI FILLED IN WRONG, SPSE NM DID NOT MATCH REST OF PAPERWORK	RESENT FORMS	MAKE SURE BORR KNOWS EXACTLY HOW TO FILL IN PAGES
(b)(4) Rehabilitation's Offered	500	500	0 0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	520	520	9 1.00%	APPLICATION ERRORS	ENSURE ALL APPLICATION ARE REVIEWED PRIOR TO SUBMISSION	USE THE REHAB CHECKLIST
Letters Generated	44397	300	0 0.00%	N/A	N/A	N/A
Death Resolutions	67	61	0 0.00%	N/A	N/A	N/A
Disability Resolutions	64	52	0 0.00%	N/A	N/A	N/A
Bankruptcy Resolutions	7	7	0 0.00%	N/A	N/A	N/A
Incarcerations	73	64	0 0.00%	N/A	N/A	N/A
EFT - Account Update	21	21	0 0.00%	N/A	N/A	N/A
EFT - Billing	5	5	0 0.00%	N/A	N/A	N/A
EFT - Returns	11	11	0 0.00%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	861	861	0 0.00%	N/A	N/A	N/A
Accounts in Suspense	0	0	0 0.00%	N/A	N/A	N/A

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Balance Review	(b)(4) 150	150	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	182,922	0	0	0.00%	N/A	N/A	N/A
Borrower Contacts	18,841	0	0	0.00%	N/A	N/A	N/A
Borrower Call-Ins	18,841	0	0	0.00%	N/A	N/A	N/A
Correspondence	1553	79	0	0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	199	0	0	0.00%	N/A	N/A	N/A
AWG Accounts	5463	0	0	0.00%	N/A	N/A	N/A
(b)(4) Litigation Packages	29	20	1	5.00%	PROFESSIONAL LICENSE	N/A	N/A
Compromises Offered	98	98	2	###	NOTATION ERRORS	ENSURE NOTATIONS ARE THE ED REQUIRED NOTATIONS	AUDIT ALL NOTATIONS TO ENSURE THEY ARE CORRECT
Consolidations Offered	0	0	0	0.00%	N/A	N/A	N/A
ICRP Cons. Offered	287	N/A	N/A	N/A	N/A	N/A	N/A
LVCs	123	120	3	3.00%	3 APPS CANCELLED DUE TO THE BORR ALSO SUBMITTING AN ONLINE APP	ABLE TO RESEND APP ON 1 BORR	N/A
(b)(4) Rehabilitation's Offered	959	0	0	0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	509	509	6	10.00%	3 NOT APPROVED FOR A SALE, 2 HAD JUDGMENTS, 1 DOB MISSING	ENSURE WE HAVE CORRECT INFORMATION	USE AVAILBLE INFORMATION
Letters Generated	28981	250	0	0.00%	N/A	N/A	N/A
Death Resolutions	139	115	4	3.00%	2 -ATTACHMENT NOT READABLE 2 WRONG CERT SUBMITTED,	RESUBMITTED THE CERT CORRECTLY	MAKE SURE THE SCANNED COPY IS READABLE AND THAT THE CORRECT CERT IS SENT WITH THE IMF
Disability Resolutions	66	59	3	5.00%	NEEDED CLARIFICATION LETTERS	N/A	N/A
Bankruptcy Resolutions	6	6	0	0.00%	N/A	N/A	N/A
Incarcerations	68	53	1	2.00%	INFO ATTACHED TO E-IMF DID NOT MATCH BORR INFO	RESUBMITTED THE INC CORRECTLY	BE MORE CAREFUL WHEN SUBMITTING THE PAPERWORK FOR THE E IMF
EFT - Account Update	20	0	0	0.00%	N/A	N/A	N/A
EFT - Billing	4	0	0	0.00%	N/A	N/A	N/A
EFT - Returns	11	0	0	0.00%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	887	0	0	0.00%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.00%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	198,700	0	0	0.00%	N/A	N/A	N/A
Borrower Contacts	14,625	0	0	0.00%	N/A	N/A	N/A
Borrower Call-Ins	14,625	0	0	0.00%	N/A	N/A	N/A
Correspondence	1487	0	0	0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	178	0	0	0.00%	N/A	N/A	N/A
AWG Accounts	6431	0	0	0.00%	N/A	N/A	N/A
(b)(4) Litigation Packages	4	24	1	4.00%	COI TYPO	CORRECTED AND RESUBMITTED	QA MORE CLOSELY
Compromises Offered	132	132	5	3.80%	NOTATION ERRORS	ENSURE NOTATIONS ARE THE ED REQUIRED NOTATIONS	AUDIT ALL NOTATIONS TO ENSURE THEY ARE CORRECT
Consolidations Offered	0	0	0	0.00%	N/A	N/A	N/A
ICRP Cons. Offered	516	0	0	0.00%	N/A	N/A	N/A
LVCs	171	168	3	2.00%	1-ICRP PAGE MISSING, 1-CK STUBBS ILLEGIBLE, 1-ADOI NAME WRONG	RESENT TO BORR AND GETTING CKS FROM BORR	QA MORE CLOSELY
(b)(4) Rehabilitation's Offered	756	0	N/A	N/A	N/A	N/A	N/A
Rehabilitation's Submitted	286	286	2	0.60%	NOT APPROVED FOR SALE	WILL CODE ACCOUNTS AND RESUBMIT	HAVE ADDITIONAL QC IN PLACE
Letters Generated	22867	200	0	0.00%	N/A	N/A	N/A
Death Resolutions	126	113	3	3.00%	CERT ILLEGIBLE, SSN DID NOT MATCH	NOT RESUBMITTED	N/A
Disability Resolutions	68	59	3	5.00%	NEEDED CLARIFICATION LETTERS	OBTAINED CLARIFICATIONS FROM PHYSICIAN	0
Bankruptcy Resolutions	7	7	0	0.00%	N/A	N/A	N/A
Incarcerations	103	99	3	3.00%	WRONG BACK UP SUBMITTED, L102 NOTATIONS, L103 AND R102 DID NOT MATCH	CORRECTED AND RESUBMITTED	QA MORE CLOSELY
EFT - Account Update	19	0	0	0.00%	N/A	N/A	N/A
EFT - Billing	4	0	0	0.00%	N/A	N/A	N/A
EFT - Returns	11	0	0	0.00%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	956	0	0	0.00%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.00%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 151	151	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	256,465	18	0	0.00%	N/A	N/A	N/A
Borrower Contacts	16,784	8	0	0.00%	N/A	N/A	N/A
Borrower Call-Ins	16,784	0	0	0.00%	N/A	N/A	N/A
Correspondence	2200	80	0	0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	228	0	0	0.00%	N/A	N/A	N/A
AWG Accounts	5270	871	0	0.00%	N/A	N/A	N/A
(b)(4) Litigation Packages	12	12	0	0.00%	N/A	N/A	N/A
Compromises Offered	88	88	1	1.14%	PUNCTUATION IN DOCUMENTATION INCORRECT	ENSURE NOTATIONS IN ED ARE CORRECT	AUDIT ALL NOTATIONS TO MAKE SURE THEY ARE CORRECT
Consolidations Offered	0	0	0	0.00%	N/A	N/A	N/A
ICRP Cons. Offered	330	0	0	0.00%	N/A	N/A	N/A
LVCs	247	222	21	9.00%	WRONG DATES ON ICR PAGE, ADOJ ERRORS	RESENT ADOJ AND CORRECTED DATES	N/A
(b)(4) Rehabilitation's Offered	864	0	0	0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	56	56	1	1.79%	HOME PHONE DID NOT MATCH THE L103	MANAGEMENT DISCUSSION TO DISCUSS ATTENTION TO DETAIL	QC IN PLACE TO CHECK WORK
Death Resolutions	106	96	2	1.89%	N/A	N/A	N/A
Disability Resolutions	76	74	5	6.58%	ILLEGIBLE PAGE 2, CLARIFICATION LTRS	GOT CLARIFICATION LETTERS AND RESENT NEW PAGE 2	N/A
Bankruptcy Resolutions	19	19	0	0.00%	N/A	N/A	N/A
Incarcerations	39	39	0	0.00%	N/A	N/A	N/A
EFT - Account Update	23	0	0	0.00%	N/A	N/A	N/A
EFT - Billing	5	0	0	0.00%	N/A	N/A	N/A
EFT - Returns	18	0	0	0.00%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1553	0	0	0.00%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.00%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found	# %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 450	150	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	145,878	32	0	0.00%	N/A	N/A	N/A
Borrower Contacts	11,577	15	0	0.00%	N/A	N/A	N/A
Borrower Call-Ins	11,577	4	0	0.00%	N/A	N/A	N/A
Correspondence	1743	1743	0	0.00%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	224	0	0	0.00%	N/A	N/A	N/A
AWG Accounts	5172	0	0	0.00%	N/A	N/A	N/A
(b)(4) Litigation Packages	17	17	0	0.00%	N/A	N/A	N/A
Compromises Offered	92	92	1	1.00%	PUNCTUATION IN DOCUMENTATION DONE INCORRECTLY	ENSURE NOTATIONS ARE THE ED REQUIRED NOTATIONS	AUDIT ALL NOTATIONS TO ENSURE THEY ARE CORRECT
Consolidations Offered	0	0	0	0.00%	N/A	N/A	N/A
ICRP Cons. Offered	326	NA	NA	NA	N/A	N/A	N/A
LVCs	210	210	16	8.00%	DEBT IDS LEFT OFF THE APP/LVC, WRONG DATE ON ICR	CORRECTED APP/LVC AND DATES AND RESUBMITTED	N/A
(b)(4) Rehabilitation's Offered	992	992	0	0.00%	N/A	N/A	N/A
Rehabilitation's Submitted	49	49	2	4.00%	SIGNATURES ALTERED	N/A	QA IN PLACE TO CHECK ALL APPS
letters	62286	62286	0	0.00%	N/A	N/A	N/A
Death Resolutions	96	88	1	1.00%	WRONG DEA CERT ATTACHED WITH EIMF OF CORRECT PERSON	RESCANNED THE DEATH CERT FOR BORR AND RESUBMITTED	N/A
Disability Resolutions	68	29	2	7.00%	CLARIFICATION LTRS NEEDED, DR DID NOT PRINT FIRST NAME	GOT CLARIFICATION LTR AND RESENT PAGE 2 TO DR FOR CORRECTION, RESUBMITTED	N/A
Bankruptcy Resolutions	18	9	0	0.00%	N/A	N/A	N/A
Incarcerations	87	83	3	3.00%	ON EIMF ID AS INC INSTEAD OF INW, WRONG NOTATION ERD	DOCUMENTED CORRECTLY AND RESUBMITTED	N/A
EFT - Account Update	31	0	0	0.00%	N/A	N/A	N/A
EFT - Billing	5	0	0	0.00%	N/A	N/A	N/A
EFT - Returns	9	0	0	0.00%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1062	0	0	0.00%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.00%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4)150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	212,817	24	0	0%	N/A	N/A	N/A
Borrower Contacts	15,825	17	0	0%	N/A	N/A	N/A
Borrower Call-Ins	15,825	7	0	0%	N/A	N/A	N/A
Correspondence	1826	79	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	237	0	0	0%	N/A	N/A	N/A
AWG Accounts	5952	1213	30	2%	N03 MAILED AFTER T12 REQUESTED & MAIL RETURNED AFTER T12 REQUESTED	AWG PROCESS STOPPED	ALL ACCOUNTS IN THE AWG DEPARTMENT WITHOUT AN ACTIVE ADDRESS ARE NOW BEING REVIEWED MANUALLY
(b)(4) Litigation Packages	21	9	0	0%	N/A	N/A	N/A
Compromises Offered	63	63	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	52	NA	NA	NA	N/A	N/A	N/A
LVCs	201	190	12	6%	PNOTE PAGE MISSING, ADOI CORRECTIONS, INFO MISSING FROM LVC	RETRIEVED INFO, MADE CORRECTIONS AND RESUBMITTED	N/A
(b)(4) Rehabilitation's Offered	970	970	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	85	85	3	4%	HOME PHONE ISSUE	QC IN PLACE	N/A
letters	57245	200	0	0%	N/A	N/A	N/A
Death Resolutions	115	112	1	1%	SUBMITTED WITH INCORRECT CERT	RESUBMITTED WITH CORRECT CERT	N/A
Disability Resolutions	92	91	4	4%	CLARIFICATION NEEDED, NEW COPY OF LICENSE PAGE, NEED COPY OF LICENSE FROM DR	CONTACTING BORR AND DR FOR INFO, PRINTED LICENSE PAGE AND RESUBMITTED	N/A
Bankruptcy Resolutions	14	6	0	0%	N/A	N/A	N/A
Incarcerations	77	77	0	0%	N/A	N/A	N/A
EFT - Account Update	23	23	0	0%	N/A	N/A	N/A
EFT - Billing	5	5	0	0%	N/A	N/A	N/A
EFT - Returns	12	12	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1249	1249	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	251,753	26	0	0%	N/A	N/A	N/A
Borrower Contacts	17,225	14	0	0%	N/A	N/A	N/A
Borrower Call-Ins	17,225	14	0	0%	N/A	N/A	N/A
Correspondence	1886	79	0	0%	N/A	N/A	N/A
(b) Delinquent Accounts (Broken Promises)	284	284	0	0%	N/A	N/A	N/A
AWG Accounts	1142	1142	6	1%	UNAVOIDABLE ERRORS - N03 MAILED SAME DAY AS T12	N/A	WE ARE TRYING TO REVIEW ACCOUNTS FOR N03 AFTER CODING
(b) Litigation Packages	32	37	1	3%	COI ERRORS	CORRECTED AND RESUBMITTED	N/A
Compromises Offered	97	97	2	2%	PUNCTUATION IN DOCUMENTATION DONE INCORRECTLY, YEAR 2010 USED IN DOCUMENTATION INSTEAD OF 2011	ENSURE NOTATIONS ARE THE ED REQUIRED NOTATIONS	AUDIT ALL NOTATIONS TO ENSURE THEY ARE CORRECT
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	201	N/A	NA	NA	N/A	N/A	N/A
LVCs	189	189	11	6%	INCORRECT DATES ON APP.	CORRECTED AND RESUBMITTED	N/A
(b) Rehabilitation's Offered	960	0	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	34	34	0	0%	N/A	N/A	N/A
Letters	65321	300	0	0%	N/A	N/A	N/A
Death Resolutions	162	161	1	2%	ATTACHMENT NOT ON EIMF	ATTACHED E IMF AND RESBUMMITTED	N/A
Disability Resolutions	80	72	9	13%	CLARIFICATION REQUESTED BY MONITOR.	CONTACTED DR OFFICE FOR FURTHER INFORMATION AND RESUBMITTED 5	N/A
Bankruptcy Resolutions	10	5	0	0%	N/A	N/A	N/A
Incarcerations	55	55	0	0%	N/A	N/A	N/A
EFT - Account Update	31	0	0	0%	N/A	N/A	N/A
EFT - Billing	5	0	0	0%	N/A	N/A	N/A
EFT - Returns	21	0	0	0%	N/A	N/A	N/A
(b) Accounts Recalled by ED	1232	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	NA
Phone Calls Attempted	255,056	32	0	0%	N/A	N/A	N/A
Borrower Contacts	17,084	18	0	0%	N/A	N/A	N/A
Borrower Call-Ins	17,084	0	0	0%	N/A	N/A	N/A
Correspondence	1683	0	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	300	N/A	N/A	N/A	N/A	N/A	N/A
AWG Accounts	1079		0	0%	N/A	N/A	N/A
(b) Litigation Packages	31	31	1	3%	COI ERRORS	CORRECTED AND RESUBMITTED	N/A
Compromises Offered	95	95	1	1%	PUNCTUATION IN DOCUMENTATION DONE INCORRECTLY, EXTRA SPACE WAS ADDED WHERE ONE WAS NOT NEEDED AT ALL	ENSURE NOTATIONS ARE THE ED REQUIRED NOTATIONS	AUDIT ALL NOTATIONS TO ENSURE THEY ARE CORRECT
Consolidations Offered	50	N/A	NA	NA	N/A	N/A	N/A
ICRP Cons. Offered	120	N/A	NA	NA	N/A	N/A	N/A
LVCs	161	158	11	1%	INCORRECT DATES ON APP,	CORRECTED AND RESUBMITTED	N/A
(b) Rehabilitation's Offered	941	941	0	NA	N/A	N/A	N/A
Rehabilitation's Submitted	101	101	2	2%	App Error, Pmt Schedule	N/A	N/A
letters	62952	300	0	NA	N/A	N/A	N/A
Death Resolutions	127	112	1	1%	ATTACHMENT NOT ON EIMF	ATTACHED E IMF AND RESUBMITTED	N/A
Disability Resolutions	79	51	2	3%	CLARIFICATION REQUESTED BY MONITOR.	CONTACTED DR OFFICE FOR FURTHER INFORMATION AND RESUBMITTED 5	N/A
Bankruptcy Resolutions	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Incarcerations	69	56	1	1%	WRONG NOTATION	RENOTATED THE ACCT, RESUBMIT	N/A
EFT - Account Update	33	0	0	0%	N/A	N/A	N/A
EFT - Billing	4	0	0	0%	N/A	N/A	N/A
EFT - Returns	10	0	0	0%	N/A	N/A	N/A
(b) Accounts Recalled by ED	890	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	341,454	45	0	0%	N/A	N/A	N/A
Borrower Contacts	19,791	19,791	0	0%	N/A	N/A	N/A
Borrower Call-Ins	19,791	19,791	0	0%	N/A	N/A	N/A
Correspondence	2094	80	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	373	373	0	0%	N/A	N/A	N/A
AWG Accounts	1324	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	36	36	4	11%	COI ERRORS	CORRECTED AND RESUBMITTED	N/A
Compromises Offered	113	113	1	1%	MISSING IN DOCUMENTATION	N/A	QUALITY CONTROL CHECK
Consolidations Offered	43	43	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	198	198	0	0%	N/A	N/A	N/A
LVCs	120	120	11	9%	INCORRECT DATES ON APP.	CORRECTED AND RESUBMITTED	N/A
(b)(4) Rehabilitation's Offered	1316	1316	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	110	110	3	3%	PAPERWORK ERROR	CORRECTED AND RESUBMITTED	QUALITY CONTROL CHECK
Letters	56177	300	0	0%	N/A	N/A	N/A
Death Resolutions	189	184	4	2%	ATTACHMENT NOT ON EIMF	ATTACHED E IMF AND RESUBMITTED	N/A
Disability Resolutions	95	92	2	2%	CLARIFICATION REQUESTED BY MONITOR. DR CERT NOT SCANNED	CONTACTED DR OFFICE FOR FURTHER INFORMATION AND RESUBMITTED, CONTACTING DR FOR COPY OF CARD	N/A
Bankruptcy Resolutions	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Incarcerations	135	133	2	2%	WRONG NOTATION, ADDRESS OF PRISON NOT ON L103	RENOTATED THE ACCT, RESUBMIT	N/A
EFT - Account Update	39	39	0	0%	N/A	N/A	N/A
EFT - Billing	5	5	0	0%	N/A	N/A	N/A
EFT - Returns	16	16	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1104	1104	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	279,188	48	0	0%	N/A	N/A	N/A
Borrower Contacts	23,307	53	0	0%	N/A	N/A	N/A
Borrower Call-Ins	23,307	5	0	0%	N/A	N/A	N/A
Correspondence	1612	1612	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	162	162	0	0%	N/A	N/A	N/A
AWG Accounts	430	430	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	10	10	1	3%	ERRORS ON THE COI	CORRECTED AND RESENT TO LIT GROUP	MORE CLOSELY QC THE PACK BEFORE SENDING TO LIT GROUP
Compromises Offered	71	38	0	0%	--	--	--
Consolidations Offered	9	9	1	11%	WRONG PMT PLAN CHOSEN ON RPS	UPDATED THE RIGHT PLAN AND RESENT	MAKE SURE CONSOL RPS HAS THE CORRECT PMT PLAN CHOSEN
ICRP Cons. Offered	86						
LVCs	144	144	10	7%	LVC DIDN'T MATCH APP, CORRECTIONS NOT INITIALED	CORRECTED ERRORS AND RESUBMITTED	MORE CLOSELY QC THE PACK BEFORE SENDING TO DIRECT LOANS
(b)(4) Rehabilitation's Offered	948	N/A	N/A	0%	N/A	N/A	N/A
Rehabilitation's Submitted letters	0	0	0	0%	N/A	N/A	N/A
	47637	47637	0	0%	N/A	N/A	N/A
Death Resolutions	53	53	1	2%	PSUEDO SSN ON ED AND CORRECT SSN ON CERT DID NOT MATCH,	DID NOT RESUBMIT. SSN NOT CLEAR ON PNOTES	MORE CLOSELY QC SSN ON CERT AND ED TO MAKE SURE THEY MATCH
Disability Resolutions	71	53	5	9%	NEEDED CLARIFICATION LETTERS, COVER SHEET HAD WRONG INFO ON 2	RESUBMITTED 1 WITH CLARIFICATION AND CORRECTED THE COVERSHEETS AND RESUBMITTED.	MORE CLOSELY QC THE PACK BEFORE SENDING TO DEPT OF ED
Bankruptcy Resolutions	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Incarcerations	42	34	1	3%	ADDRESS OF PRISON NOT UPDATED ON L103	UPDATED ADDRESS AND RESUBMITTED	MAKE SURE ADDRESS IS UPDATED AND STAYS UPDATED.
EFT - Account Update	12	0	0	0%	N/A	N/A	N/A
EFT - Billing	3	0	0	0%	N/A	N/A	N/A
EFT - Returns	7	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	534	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A
Phone Calls Attempted	251,499	171	0	0%	N/A	N/A
Borrower Contacts	12,272	171	0	0%	N/A	N/A
Borrower Call-Ins	12,272	171	0	0%	N/A	N/A
Correspondence	1162	80	0	0%	N/A	N/A
(b) Delinquent Accounts (Broken Promises)	216	216	0	0%	N/A	N/A
AWG Accounts	96	0	0	0%	N/A	N/A
(b) Litigation Packages	0	0	0	0%	N/A	N/A
Compromises Offered	72	72	0	0%	N/A	N/A
Consolidations Offered	43	N/A	N/A	N/A	N/A	N/A
ICRP Cons. Offered	173	N/A	N/A	N/A	N/A	N/A
LVCs	176	176	7	4%	WHITE OUT NOT INITIALED, EXPIRED DATES, WRONG PMT PLAN SELECTED	CORRECTED AND RESUBMITTED
(b) Rehabilitation's Offered	829	829	0	0%	N/A	N/A
Rehabilitation's Submitted	234	234	0	0%	N/A	N/A
letters	21650	21650	0	0%	N/A	N/A
Death Resolutions	115	115	4	3%	CERT NOT SIGNED, NO EXPLNATION LTR	REQUESTED NEW CERT, RESUBMITTED WITH CORRECT PAPERWORK
Disability Resolutions	121	121	3	3%	CLARIFICATION NEEDED, NOT DOCUMENTED, NO STATE LICENSE INFO, INCORRECT EIMF REASON	CORRECTED AND RESUBMITTED
Bankruptcy Resolutions	N/A	N/A	N/A	N/A	N/A	N/A
Incarcerations	97	97	3	3%	CORRECT EIMF REASON NOT USED	RESUBMITTED WITH CORRECT EIMF REASON
EFT - Account Update	33	33	0	0%	N/A	N/A
EFT - Billing	7	7	0	0%	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A
(b)(4) Accounts Recalled by ED	107	107	0	0%	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A

Preventive Measure	
(b)(4)	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
AUDIT INFORMATION BEFORE SENDING	
	N/A
	N/A
	N/A
AUDIT INFORMATION BEFORE SENDING	
AUDIT INFORMATION BEFORE SENDING	
	N/A
AUDIT INFORMATION BEFORE SENDING	
	N/A
	N/A
	N/A
	N/A
	N/A

QC Sample	Total Number	Sample Size	Errors Found # %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0 0%	N/A	N/A	N/A
Phone Calls Attempted	259,235	46	0 0%	N/A	N/A	N/A
Borrower Contacts	13,719	13,719	0 0%	N/A	N/A	N/A
Borrower Call-Ins	13,719	13,719	0 0%	N/A	N/A	N/A
Correspondence	1015	80	0 0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	105	105	0 0%	N/A	N/A	N/A
AWG Accounts	1177	1177	0 0%	N/A	N/A	N/A
(b) Litigation Packages	0	0	0 0%	N/A	N/A	N/A
Compromises Offered	36	36	0 0%	N/A	N/A	N/A
Consolidations Offered	43	0	0 0%	N/A	N/A	N/A
ICRP Cons. Offered	66	0	0 0%	N/A	N/A	N/A
LVCs	108	38	1 4%	expired date on tax page	corrected date and resubmit	N/A
(b) Rehabilitation's Offered	664	664	0 0%	N/A	N/A	N/A
Rehabilitation's Submitted letters	0	0	0 0%	N/A	N/A	N/A
Death Resolutions	18247	18247	0 0%	N/A	N/A	N/A
Disability Resolutions	112	50	0 0%	N/A	N/A	N/A
Bankruptcy Resolutions	119	69	2 3%	cover sheet wrong, dr page missin	resubmitted with correct cover and dr page	N/A
Incarcerations	0	0	0 0%	N/A	N/A	N/A
EFT - Account Update	78	48	0 0%	N/A	N/A	N/A
EFT - Billing	20	20	0 0%	N/A	N/A	N/A
EFT - Returns	14	14	0 0%	N/A	N/A	N/A
Accounts Recalled by ED	0	0	0 0%	N/A	N/A	N/A
Accounts in Suspense	296	296	0 0%	N/A	N/A	N/A
	0	0	0 0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	277,903	277903	0	0%	N/A	N/A	N/A
Borrower Contacts	24,248	19	0	0%	N/A	N/A	N/A
Borrower Call-Ins	24,248	0	0	0%	N/A	N/A	N/A
Correspondence	1203	1203	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	332	332	0	0%	N/A	N/A	N/A
AWG Accounts	13367	962	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	32	32	0	0%	N/A	N/A	N/A
Consolidations Offered	47	47	2	5%	LVC NOT SIGNED	SIGNED AND RESUBMIT	
ICRP Cons. Offered	38	0	0	0%	N/A	N/A	N/A
LVCs	185	178	7	4%	LVC NOT SIGNED, EXPIRED TAX DATE, ADOI CORRECTIONS	CORRECTED AND RESUBMIT	N/A
(b)(4) Rehabilitation's Offered	1120	1120	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
letters	36188	36188	0	0%	N/A	N/A	N/A
Death Resolutions	233	233	9	4%	insufficient info	resubmitted	
Disability Resolutions	70	70	2	3%	TITANIUM NOT DOCUMENTED	DOCUMENTED AND RESUBMITTED	
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	88	88	2	3%	ADDRESS NOT CHANGED	CORRECTED AND RESUBMITTED	N/A
EFT - Account Update	21	21	0	0%	N/A	N/A	N/A
EFT - Billing	21	21	0	0%	N/A	N/A	N/A
EFT - Returns	5	5	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	100%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 230	230	80	35%	SYSTEM CONVERSION, INTEREST ACCURALS MONTHLY	N/A	N/A
Phone Calls Attempted	286,743	40	0	0%	N/A	N/A	N/A
Borrower Contacts	25,451	25,451	0	0%	N/A	N/A	N/A
Borrower Call-Ins	25,451	25,451	0	0%	N/A	N/A	N/A
Correspondence	1387	1387	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	503	503	0	0%	N/A	N/A	N/A
AWG Accounts	645	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	95	95	0	0%	N/A	N/A	N/A
Consolidations Offered	57	57	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	107	0	0	0%	N/A	N/A	N/A
LVCs	74	39	5	13%	LVC NOT SIGNED, CORRECTIONS NOT INITIALED	CORRECTED AND RESUBMITTED	N/A
(b)(4) Rehabilitation's Offered	1446	N/A	N/A	N/A	N/A	N/A	N/A
Rehabilitation's Submitted	0	N/A	N/A	N/A	N/A	N/A	N/A
letters	52,049	52049	0	0%	N/A	N/A	N/A
Death Resolutions	278	201	7	4%	NO DOB ON TITANIUM, INSUFFICIENT DOCUMENTS	CORRECTED AND RESUBMITTED	N/A
Disability Resolutions	103	67	3	5%	CLARIFICATION	CONTACTED DR FOR MORE INFO	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	86	71	0	0%	N/A	N/A	N/A
EFT - Account Update	20	20	0	0%	N/A	N/A	N/A
EFT - Billing	12	12	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	287,442	0	0	0%	N/A	N/A	N/A
Borrower Contacts	20,820	41	0	0%	N/A	N/A	N/A
Borrower Call-Ins	20,820	0	0	0%	N/A	N/A	N/A
Correspondence	1377	81	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	416	N/A	N/A	N/A	N/A	N/A	N/A
AWG Accounts	728	N/A	N/A	N/A	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	130	130	0	0%	N/A	N/A	N/A
Consolidations Offered	42	42	0	0	N/A	N/A	N/A
ICRP Cons. Offered	478	478	0	0	N/A	N/A	N/A
LVCs	269	269	19	7%	ADOI EXP DATE, SSN, LOAN IDS DON'T MATCH	CORRECTED AND RESUBMIT	N/A
(b)(4) Rehabilitation's Offered	4324	4324	0	0	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0	N/A	N/A	N/A
letters	44,890	44890	0	0%	N/A	N/A	N/A
Death Resolutions	216	216	7	4%	ED NOT DOCUMENTED, ATTACHMENT DAMAGED, ND MORE INFO	CORRECTED AND RESUBMIT	N/A
Disability Resolutions	203	203	10	5%	ND CLARIFICATION, SCANNED ATTACHMENT DAMAGED	CORRECTED AND RESUBMIT	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	91	91	3	4%	ATTACHMENT DAMAGED, NOTATION INCOMPLETE	CORRECTED AND RESUBMIT	N/A
EFT - Account Update	21	21	0	0%	N/A	N/A	N/A
EFT - Billing	4	4	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	988	988	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	336,947	0	0	0%	N/A	N/A	N/A
Borrower Contacts	21,362	358	0	0%	N/A	N/A	N/A
Borrower Call-Ins	21,362	0	0	0%	N/A	N/A	N/A
Correspondence	1377	78	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	377	0	0	0%	N/A	N/A	N/A
AWG Accounts	1100	1100	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
(b)(4) Compromises Offered	107	107	0	0%	N/A	N/A	N/A
(b)(4) Consolidations Offered	13	0	0	0%	N/A	N/A	N/A
(b)(4) ICRP Cons. Offered	183	0	0	0%	N/A	N/A	N/A
LVCs	121	120	10	9%	EXPIRED DATE, ALTERED INFO, MISSING INFORMATION	CORRECTED AND RE-SUBMITTED	N/A
(b)(4) Rehabilitation's Offered	482	0	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Submitted letters	0	0	0	0%	N/A	N/A	N/A
(b)(4) letters	45,720	45,720	0	0%	N/A	N/A	N/A
Death Resolutions	273	273	10	4%	DOCUMENTATION MISSING OR WRONG	CORRECTED AND RE-SUBMITTED	N/A
Disability Resolutions	249	249	9	4%	ATTACHMENT DAMAGED, ILLEGIBLE	CORRECTED AND RE-SUBMITTED	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	138	138	17	12%	PCA ADDRESS UPDATES CHANGED ON ED	CORRECTED AND RE-SUBMITTED	N/A
EFT - Account Update	22	22	0	0%	N/A	N/A	N/A
EFT - Billing	5	5	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	247,924	247924	0	0%	N/A	N/A	N/A
Borrower Contacts	18,726	113	0	0%	N/A	N/A	N/A
Borrower Call-Ins	18,726	113	0	0%	N/A	N/A	N/A
Correspondence	1205	78	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	467	467	0	0%	N/A	N/A	N/A
AWG Accounts	0	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	87	87	0	0%	N/A	N/A	N/A
Consolidations Offered	25	25	1	4%	DATE CORRECTED NO INITIALS	CORRECT AND RESUBMIT	N/A
ICRP Cons. Offered	169	169	0	0%	N/A	N/A	N/A
LVCs	71	71	3	5%	EXPIRED DATE, CORRECTIONS WITH NO INITIALS	CORRECT AND RESUBMIT	N/A
(b)(4) Rehabilitation's Offered	1565	1565	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
letters	27,951	27951	0	0%	N/A	N/A	N/A
Death Resolutions	127	127	2	2%	NO SEAL ON CERT, WORKING COPY OF CERT	REORDERED CERT TO SUBMIT	N/A
Disability Resolutions	36	36	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	99	99	4	4%	ADDRESS CORRECTIONS	CORRECT AND RESUBMIT	N/A
EFT - Account Update	21	21	0	0%	N/A	N/A	N/A
EFT - Billing	4	4	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	2910	2910	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	286,441	105	0	0%	N/A	N/A	N/A
Borrower Contacts	20,921	105	0	0%	N/A	N/A	N/A
Borrower Call-Ins	20,921	105	0	0%	N/A	N/A	N/A
Correspondence	1254	80	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	688	688	0	0%	N/A	N/A	N/A
AWG Accounts	0	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	71	71	1	1%	COMP NOTATION WAS INCORRECT	CORRECTED NOTATION ON TITANIUM	INDIVIDUALS APPROVING COMPS WILL USE MORE CAUTION WHEN DOCUMENTING COMPS ON TITANIUM
Consolidations Offered	60	60	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	33	33	0	0%	N/A	N/A	N/A
LVCs	140	139	11	8%	EXP DATE, LVC NOT SIGNED, SUP DOC	CORRECTED AND RESUBMITTED ALL BUT 1	REVIEW APPS CLOSER BEFORE THE ARE SUBMITTED
(b)(4) Rehabilitation's Offered	1619	1619	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted letters	0	0	0	0%	N/A	N/A	N/A
	51,099	51099	0	0%			
Death Resolutions	159	107	1	1%	NEED FURTHER DOCUMENTATION	SUPPLIED NEEDED DOCUMENTATION	REVIEW ALL SUBMITTALS TO INSURE REQUIRED INFORMATON IS SUPPLIED
Disability Resolutions	312	217	14	7%	BAD ATTACH, CLARIFICATIO, MED LIC	CORRECTED AND RESUBMITTED ALL BUT 1	REVIEW ALL SUBMITTALS TO INSURE ALL INFORMATON SUPPLIED IS CORRECT
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	114	61	0	0%	N/A	N/A	N/A
EFT - Account Update	22	22	0	0%	N/A	N/A	N/A
EFT - Billing	5	5	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	2277	2277	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	290,438	290438	0	0%	N/A	N/A	N/A
Borrower Contacts	20,337	291	0	0%	N/A	N/A	N/A
Borrower Call-Ins	20,337	291	0	0%	N/A	N/A	N/A
Correspondence	1446	80	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	384	384	0	0%	N/A	N/A	N/A
AWG Accounts	30	30	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	95	95	0	0%	N/A	N/A	N/A
Consolidations Offered	68	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	96	0	0	0%	N/A	N/A	N/A
LVCs	88	84	4	5%	INVALID DATES, ADOI TO OLD	CORRECTD DATES, RESENT ADOI	
(b)(4) Rehabilitation's Offered	2103	2103	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted letters	416	416	0	0%	N/A	N/A	N/A
	33,899	33899	0	0%	N/A	N/A	N/A
Death Resolutions	199	151	3	2%	DEATH CERT ILLEGIBLE, NOT BORR	N/A	N/A
Disability Resolutions	223	175	13	8%	CLARIFICATION, DOC	CORRECTED AND RESUBMITTED	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	187	103	3	3%	DOCUMENTATION, ERD	CORRECTED AND RESUBMITTED	N/A
EFT - Account Update	21	21	0	0%	N/A	N/A	N/A
EFT - Billing	21	21	0	0%	N/A	N/A	N/A
EFT - Returns	1	1	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	2774	2774	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 437	437	0	0%	N/A	N/A	N/A
Phone Calls Attempted	213,000	305	0	0%	N/A	N/A	N/A
Borrower Contacts	25,800	305	0	0%	N/A	N/A	N/A
Borrower Call-Ins	25,800	305	0	0%	N/A	N/A	N/A
Correspondence	79	79	0	0%	N/A	N/A	N/A
(b) Delinquent Accounts (Broken Promises)	237	237	0	0%	N/A	N/A	N/A
AWG Accounts	0	0	0	0%	N/A	N/A	N/A
(b) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	81	81	0	0%	N/A	N/A	N/A
Consolidations Offered	45	N/A	N/A	N/A	N/A	N/A	N/A
ICRP Cons. Offered	100	N/A	N/A	N/A	N/A	N/A	N/A
LVCs	77	72	5	7%	dates, whiteout not initialed	corrected and resubmit	N/A
(b) Rehabilitation's Offered	2749	2749	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted letters	341	341	0	0%	N/A	N/A	N/A
	56,212	56,212	0	0%	N/A	N/A	N/A
Death Resolutions	172	139	5	3%	attach cnt open, illegible, documentation	rescanned and reattached the docs, renotated ed	N/A
Disability Resolutions	147	96	7	8%	attach cnt open, documentation, dr license missing	corrected and waiting to submit under new process	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	209	178	5	3%	documentation wrong, proof of incar not fed or state	corrected and resubmit	N/A
EFT - Account Update	20	20	0	0%	N/A	N/A	N/A
EFT - Billing	20	20	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b) Accounts Recalled by ED	843	843	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4) Delinquent Accounts (Broken Promises)							
AWG Accounts							
(b)(4) Election Packages	3	3	0	0%	N/A	N/A	
Compromises Offered							
Consolidations Offered	27						
ICRP Cons. Offered	116						
LVCs	56	58	10	18%	LVC & App info different, exp dates	corrected and resubmitted	
(b)(4) Rehabilitation's Offered							
Rehabilitation's Submitted letters							
Death Resolutions	98	98	1	1%	CERT NOT ACCEPTED	NO RESUBMIT UNTIL NEW CERT	
Disability Resolutions	172	128	44	26%	REJ TPD BATCH	RESUBMITTED BATCH	
Bankruptcy Resolutions							
Incarcerations	145	145	1	1%	prison official signature stamped	no resubmit-no new letter obtained	
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4) Accounts Recalled by ED							
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	178,621	178,621	0	0%	N/A	N/A	N/A
Borrower Contacts	30,110	215	0	0%	N/A	N/A	N/A
Borrower Call-Ins	30,110	215	0	0%	N/A	N/A	N/A
Correspondence	1071	79	0	0%	N/A	N/A	N/A
Delinquent Accounts (Broken Promises)	209	209	0	0%	N/A	N/A	N/A
AWG Accounts	1498	0	0	0%	N/A	N/A	N/A
(b)(4) Modification Packages	4	4	0	0%	N/A	N/A	N/A
Compromises Offered	78	78	0	0%	N/A	N/A	N/A
Consolidations Offered	20	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	72	0	0	0%	N/A	N/A	N/A
LVCs	42	42	5	12%	EXPIRED DATES	CORRECTED AND RESUBMITTED	N/A
(b)(4) Rehabilitation's Offered	2823	2823	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	505	505	0	0%	N/A	N/A	N/A
letters	36,636	36,636	0	0%	N/A	N/A	N/A
Death Resolutions	82	82	1	2%	COULD NOT OPEN ATTACHMNT	RESENT ON NEW E IMF	N/A
Disability Resolutions	172	151	1	1%	DR MED LIC EXPIRED	CONTACTED DR FOR LICENSE	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	95	96	1	1%	ERD DATE WRONG	NOT RESUBMITTED.	N/A
EFT - Account Update	19	19	0	0%	N/A	N/A	N/A
EFT - Billing	19	19	0	0%	N/A	N/A	N/A
EFT - Returns	7	7	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	530	530	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	212,127	345	0	0%	N/A	N/A	N/A
Borrower Contacts	37,766	345	0	0%	N/A	N/A	N/A
Borrower Call-Ins	37,766	345	0	0%	N/A	N/A	N/A
Correspondence	1415	80	0	0%	N/A	N/A	N/A
(b) Delinquent Accounts (Broken Promises)	157	157	0	0%	N/A	N/A	N/A
AWG Accounts	1748	1748	0	0%	N/A	N/A	N/A
(b) (4) Refinancing Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	50	50	0	0%	N/A	N/A	N/A
Consolidations Offered	51	51	0	0%	N/A	N/A	N/A
ICBP Cons. Offered	32	32	0	0%	N/A	N/A	N/A
LVCs	48	48	0	0%	N/A	N/A	N/A
(b) Rehabilitation's Offered	3006	3006	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	341	341	0	0%	N/A	N/A	N/A
Letters	73,704	73,704	0	0%	N/A	N/A	N/A
Death Resolutions	98	98	0	0%	N/A	N/A	N/A
Disability Resolutions	78	78	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	91	91	0	0%	N/A	N/A	N/A
Incarcerations	57	57	2	3%	INC PREVIOUSLY APPROVED	N/A	REVIEW TITANIUM PRIOR TO SUB
EFT - Account Update	22	22	0	0%	N/A	N/A	N/A
EFT - Billing	22	22	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b) Accounts Recalled by ED	1407	1407	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0.000%	N/A	N/A	N/A
Phone Calls Attempted	212062	245	0	0.000%	N/A	N/A	N/A
Borrower Contacts	42997	245	0	0.000%	N/A	N/A	N/A
Borrower Call-Ins	42997	245	0	0.000%	N/A	N/A	N/A
Correspondence	1345	65	0	0.000%	N/A	N/A	N/A
Delinquent Accounts (Broken Promises)	340	340	0	0.000%	N/A	N/A	N/A
AWG Accounts	1202	1202	0	0.000%	N/A	N/A	N/A
Debt Forgiveness Packages	0	0	0	0.000%	N/A	N/A	N/A
Compromises Offered	62	62	0	0.000%	N/A	N/A	N/A
Consolidations Offered	98	98	0	0.000%	N/A	N/A	N/A
ICBP Cons. Offered	12	12	0	0.000%	N/A	N/A	N/A
LVCs	0	0	0	0.000%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2948	2948	0	0.000%	N/A	N/A	N/A
Rehabilitation's Submitted	695	695	0	0.000%	N/A	N/A	N/A
Letters	21255	21255	0	0.000%	N/A	N/A	N/A
Death Resolutions	83	83	6	0.068%	Issue with file submission	Corrected issue and resent file	Clerk will review file prior to submission
Disability Resolutions	88	88	1	0.011%	Clerk sent incorrect application	Corrected issue and resent application	Clerk will review file prior to submission
Bankruptcy Resolutions	42	42	0	0.000%	N/A	N/A	N/A
Incarcerations	118	118	0	0.000%	N/A	N/A	N/A
EFT - Account Update	20	20	0	0.000%	N/A	N/A	N/A
EFT - Billing	21	21	0	0.000%	N/A	N/A	N/A
EFT - Returns	0	0	0	0.000%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	985	985	0	0.000%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.000%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 150	150	0	0.000%	N/A	N/A	N/A
Phone Calls Attempted	168725	446	0	0.000%	N/A	N/A	N/A
Borrower Contacts	168725	446	0	0.000%	N/A	N/A	N/A
Borrower Call-Ins	35654	446	0	0.000%	N/A	N/A	N/A
Correspondence	1211	79	0	0.000%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	202	202	0	0.000%	N/A	N/A	N/A
AWG Accounts	1694	0	0	0.000%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0.000%	N/A	N/A	N/A
Compromises Offered	75	75	0	0.000%	N/A	N/A	N/A
Consolidations Offered	43	0	0	0.000%	N/A	N/A	N/A
ICRP Cons. Offered	22	0	0	0.000%	N/A	N/A	N/A
LVCs	0	0	0	0.000%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2577	2577	0	0.000%	N/A	N/A	N/A
Rehabilitation's Submitted	750	750	0	0.000%	N/A	N/A	N/A
Letters	135,246	135,246	0	0.000%	N/A	N/A	N/A
Death Resolutions	70	70	0	0.000%	N/A	N/A	N/A
Disability Resolutions	70	70	0	0.000%	N/A	N/A	N/A
Bankruptcy Resolutions	71	71	0	0.000%	N/A	N/A	N/A
Incarcerations	91	91	0	0.000%	N/A	N/A	N/A
EFT - Account Update	20	20	0	0.000%	N/A	N/A	N/A
EFT - Billing	20	20	0	0.000%	N/A	N/A	N/A
EFT - Returns	4	4	0	0.000%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1208	1208	0	0.000%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.000%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0.000%	N/A	N/A	N/A
Phone Calls Attempted	195372	464	0	0.000%	N/A	N/A	N/A
Borrower Contacts	195372	464	0	0.000%	N/A	N/A	N/A
Borrower Call-Ins	40214	464	0	0.000%	N/A	N/A	N/A
Correspondence	1581	81	0	0.000%	N/A	N/A	N/A
(b) Delinquent Accounts (Broken Promises)	329	329	0	0.000%	N/A	N/A	N/A
AWG Accounts	2415	0	0	0.000%	N/A	N/A	N/A
(b) Litigation Packages	0	0	0	0.000%	N/A	N/A	N/A
Compromises Offered	113	113	0	0.000%	N/A	N/A	N/A
Consolidations Offered	24	0	0	0.000%	N/A	N/A	N/A
ICRP Cons. Offered	20	0	0	0.000%	N/A	N/A	N/A
LVCs	51	51	0	0.000%	N/A	N/A	N/A
(b) Rehabilitation's Offered	3943	3943	0	0.000%	N/A	N/A	N/A
Rehabilitation's Submitted	758	758	0	0.000%	N/A	N/A	N/A
Letters	103,054	103,054	0	0.000%	N/A	N/A	N/A
Death Resolutions	54	0	0	0.000%	N/A	N/A	N/A
Disability Resolutions	193	0	0	0.000%	N/A	N/A	N/A
Bankruptcy Resolutions	58	0	0	0.000%	N/A	N/A	N/A
Incarcerations	100	0	0	0.000%	N/A	N/A	N/A
EFT - Account Update	22	22	0	0.000%	N/A	N/A	N/A
EFT - Billing	22	22	0	0.000%	N/A	N/A	N/A
EFT - Returns	0	0	0	0.000%	N/A	N/A	N/A
(b) Accounts Recalled by ED	955	955	0	0.000%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.000%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	b)(4) 150	150	0	0.000%	N/A	N/A	N/A
Phone Calls Attempted	201985	472	0	0.000%	N/A	N/A	N/A
Borrower Contacts	201985	472	0	0.000%	N/A	N/A	N/A
Borrower Call-Ins	37523	472	0	0.000%	N/A	N/A	N/A
Correspondence	1718	77	0	0.000%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	312	312	0	0.000%	N/A	N/A	N/A
AWG Accounts	2006	2006	0	0.000%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0.000%	N/A	N/A	N/A
Compromises Offered	132	132	0	0.000%	N/A	N/A	N/A
Consolidations Offered	34	34	0	0.000%	N/A	N/A	N/A
ICRP Cons. Offered	13	13	0	0.000%	N/A	N/A	N/A
LVCs	46	46	0	0.000%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	3558	3558	0	0.000%	N/A	N/A	N/A
Rehabilitation's Submitted	2813	2813	0	0.000%	N/A	N/A	N/A
Letters	67,835	67,835	0	0.000%	N/A	N/A	N/A
Death Resolutions	77	77	1	0.010%	Not enough information	Updated procedure	Updated procedure
Disability Resolutions	138	138	0	0.000%	N/A	N/A	N/A
Bankruptcy Resolutions	43	43	0	0.000%	N/A	N/A	N/A
Incarcerations	80	80	0	0.000%	N/A	N/A	N/A
EFT - Account Update	20	20	0	0.000%	N/A	N/A	N/A
EFT - Billing	20	20	0	0.000%	N/A	N/A	N/A
EFT - Returns	0	0	0	0.000%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1213	1213	0	0.000%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.000%	N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 150	150	0	0.000%	N/A	N/A	N/A
Phone Calls Attempted	187064	484	0	0.000%	N/A	N/A	N/A
Borrower Contacts	187064	484	0	0.000%	N/A	N/A	N/A
Borrower Call-Ins	38934	484	0	0.000%	N/A	N/A	N/A
Correspondence	1742	85	0	0.000%	N/A	N/A	N/A
(b)(4) Delinquent Accounts (Broken Promises)	350	350	0	0.000%	N/A	N/A	N/A
AWG Accounts	2288	2288	0	0.000%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0.000%	N/A	N/A	N/A
Compromises Offered	131	131	0	0.000%	N/A	N/A	N/A
Consolidations Offered	12	12	0	0.000%	N/A	N/A	N/A
ICBP Cons. Offered	15	15	0	0.000%	N/A	N/A	N/A
LVCs	94	94	0	0.000%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2287	2287	0	0.000%	N/A	N/A	N/A
Rehabilitation's Submitted	1376	1376	0	0.000%	N/A	N/A	N/A
Letters	78,849	78,849	0	0.000%	N/A	N/A	N/A
Death Resolutions	57	57	0	0.000%	N/A	N/A	N/A
Disability Resolutions	83	83	0	0.000%	N/A	N/A	N/A
Bankruptcy Resolutions	31	31	0	0.000%	N/A	N/A	N/A
Incarcerations	42	42	0	0.000%	N/A	N/A	N/A
EFT - Account Update	21	21	0	0.000%	N/A	N/A	N/A
EFT - Billing	21	21	0	0.000%	N/A	N/A	N/A
EFT - Returns	3	0	0	0.000%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	973	973	0	0.000%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0.000%	N/A	N/A	N/A