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<td>Preventive Measure</td>
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<td>Paid off by more than 25.00 of Ed</td>
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<td>483% not obtained, payment history, p-note not requested, collectors notes incomplete, home # not updated</td>
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<td>Job obtained/requested, Unlively flu on broken promise, No broken promise letter sent, No Poe info obtained</td>
<td></td>
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<td>Poe info not obtained</td>
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<td>Identity # on Death cert, Social security # on death cert doesn't match Ed, Need more info to verify is our loved one, need correct home address, doctor's license # not attached/verified, App signed by two different individuals</td>
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<td>Corrective Action</td>
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<td>Collectors counseled to make sure all demographic info is obtained. Poe info obtained.</td>
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<td>Sample Size</td>
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<td>48</td>
<td>1 2%</td>
<td>Missing AKA from P-Note</td>
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<td>0 0%</td>
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<td>63</td>
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<tr>
<td>LVCs</td>
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<td>7 7%</td>
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<td>Continued Quality Control and Training</td>
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<td>Did Not Stop Letters win 2 Days of Verification</td>
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<td>Total Number</td>
<td>Sample Size</td>
<td>Errors Found %</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
<td>Preventive Measure</td>
</tr>
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<td>POE Not Verified/Doc'd On L102 POE Verification Expired ED L140, 141 &amp; 142 Not Correct</td>
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<td>Consolidations Offered</td>
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<td>0.0%</td>
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<td>ICRP Cons. Offered</td>
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<td>0.0%</td>
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<td>3.0%</td>
<td>Manifest Incorrect Loan App Incorrect Demographic Not Updated Did Not Expn Program, AWG, TOPS, &amp; LIT L102 Autopays Not Documented 30J/30H/31V/31U Letters Not Sent L103 Billing Not Updated</td>
<td>Continued Quality Control and Training</td>
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</tr>
<tr>
<td>Rehabilitation's Offered</td>
<td>138</td>
<td>18</td>
<td>15.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Rehabilitation's Submitted</td>
<td>97</td>
<td>0</td>
<td>0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Letters Generated</td>
<td>2,117</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Death Resolutions</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Disability Resolutions</td>
<td>18</td>
<td>18</td>
<td>0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Bankruptcy Resolutions</td>
<td>2</td>
<td>2</td>
<td>0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Incarcerations</td>
<td>1</td>
<td>1</td>
<td>0.0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EFT - Account Update</td>
<td>3,051</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EFT - Billing</td>
<td>1,000</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EFT - Returns</td>
<td>7</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Accounts Recalled by ED</td>
<td>589</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Accounts in Suspense</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>QC Sample</td>
<td>Total Number</td>
<td>Sample Size</td>
<td>Errors Found</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
<td>Preventive Measure</td>
</tr>
<tr>
<td>--------------------------------</td>
<td>--------------</td>
<td>-------------</td>
<td>---------------</td>
<td>---------------------------------------------------------------------------------------</td>
<td>---------------------------------------------------------</td>
<td>---------------------------------------------------------</td>
</tr>
<tr>
<td>Balance Review</td>
<td>0409959</td>
<td>125</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Phone Calls Attempted</td>
<td>427,054</td>
<td>103</td>
<td>47</td>
<td>Did Not Expind Program, AWG, TOPS, &amp; LIT Other Pmt Options Not Offered</td>
<td>Continued Quality Control and Training</td>
<td>Continued Quality Control and Training</td>
</tr>
<tr>
<td>Borrower Contacts</td>
<td>16,709</td>
<td>103</td>
<td>47</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Borrower Call-Ins</td>
<td>32,651</td>
<td>94</td>
<td>46%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Correspondence</td>
<td>1,976</td>
<td>84</td>
<td>3</td>
<td>ED System Not Documented</td>
<td>Continued Quality Control and Training</td>
<td>Continued Quality Control and Training</td>
</tr>
<tr>
<td>Meth Abstinence</td>
<td>673</td>
<td>84</td>
<td>3%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>(b) Litigation Packages</td>
<td>38</td>
<td>38</td>
<td>4%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Compromises Offered</td>
<td>61</td>
<td>61</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Consolidations Offered</td>
<td>0</td>
<td>0</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>ICRP Cons. Offered</td>
<td>226</td>
<td>40</td>
<td>13%</td>
<td>Demographic Not Updated L103 Billing Not Updated Demographic Not Updated Manifest Incorrect LVC Incorrect Demo Not Updated DNE Did Not Expind Program, AWG, TOPS, &amp; LIT L103 Billing Not Updated L102 Autopays Not Documented 30J/30H/31V/31U/31K Letters Not Sent</td>
<td>Continued Quality Control and Training</td>
<td>Continued Quality Control and Training</td>
</tr>
<tr>
<td>LVCs</td>
<td>115</td>
<td>115</td>
<td>8</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>(b) Rehabilitation's Offered</td>
<td>1,237</td>
<td>104</td>
<td>53%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Rehabilitation's Submitted</td>
<td>61</td>
<td>16</td>
<td>6%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Letters Generated</td>
<td>24,530</td>
<td>113</td>
<td>0</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Death Resolutions</td>
<td>113</td>
<td>113</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Disability Resolutions</td>
<td>102</td>
<td>102</td>
<td>1%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Bankruptcy Resolutions</td>
<td>1</td>
<td>1</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Incarcerations</td>
<td>55</td>
<td>55</td>
<td>3%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EFT - Account Update</td>
<td>44,170</td>
<td>55</td>
<td>5%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EFT - Billing</td>
<td>2,771</td>
<td>55</td>
<td>5%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>EFT - Returns</td>
<td>244</td>
<td>103</td>
<td>47</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>(b) Accounts Recalled by ED</td>
<td>879</td>
<td>84</td>
<td>3%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Accounts in Suspense</td>
<td>879</td>
<td>84</td>
<td>3%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
### Performance

<table>
<thead>
<tr>
<th></th>
<th>Last Month (July)</th>
<th>Current Month (August)</th>
<th>Projected Next Month (September)</th>
<th>Year to Date (Jan10 through Dec10)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Regular Dollars Collected</td>
<td>$1,239,442.92</td>
<td>$1,437,031.75</td>
<td>$1,666,879.00</td>
<td>$6,562,551.97</td>
</tr>
<tr>
<td>FFEL Consolidation</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$0.00</td>
<td>$2,449.78</td>
</tr>
<tr>
<td>Direct Loan</td>
<td>$1,239,390.07</td>
<td>$1,406,509.37</td>
<td>$1,667,165.71</td>
<td>$10,429,753.00</td>
</tr>
<tr>
<td>FFEL &amp; NDSL Rehabilitation</td>
<td>$85,527.49</td>
<td>$443,921.91</td>
<td>$446,304.26</td>
<td>$2,449.40</td>
</tr>
<tr>
<td>Direct Loan Rehabilitation</td>
<td>$544,982.93</td>
<td>$4,756,769.81</td>
<td>$4,701,197.15</td>
<td>$5,304,752.74</td>
</tr>
<tr>
<td>Administrative</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>#: 249</td>
<td>#: 208</td>
<td>#: 261</td>
<td>#: 1,296</td>
</tr>
<tr>
<td></td>
<td>$2,238,588.90</td>
<td>$1,491,755.70</td>
<td>$3,424,507.58</td>
<td>$11,389,500.46</td>
</tr>
<tr>
<td>Litigation</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>#: 41</td>
<td>#: 35</td>
<td>#: 37</td>
<td>#: 159</td>
</tr>
<tr>
<td></td>
<td>$941,059.35</td>
<td>$674,491.79</td>
<td>$1,691,622.01</td>
<td>$4,154,573.94</td>
</tr>
<tr>
<td>AWG Initiated</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>#: 514</td>
<td>#: 615</td>
<td>#: 660</td>
<td>#: 4,561</td>
</tr>
<tr>
<td></td>
<td>$7,206,459.00</td>
<td>$3,190,660.00</td>
<td>$3,424,123.00</td>
<td>$76,656,911.00</td>
</tr>
<tr>
<td>Volume of LNLI/INA Returns</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>#: 0</td>
<td>#: 0</td>
<td>#: 333</td>
<td>#: 21,521</td>
</tr>
<tr>
<td></td>
<td>$0.00</td>
<td>$0.00</td>
<td>$465,728,376.75</td>
<td>$29,403,356.42</td>
</tr>
</tbody>
</table>

### Repayment Account Activity

<table>
<thead>
<tr>
<th></th>
<th>Last Month (July)</th>
<th>Current Month (August)</th>
<th>Projected Next Month (September)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts in Regular Repayment</td>
<td>#: 5475</td>
<td>#: 5820</td>
<td>#: 5950</td>
</tr>
<tr>
<td></td>
<td>$90,495,458.79</td>
<td>$90,522,709.49</td>
<td>$92,957,833.73</td>
</tr>
<tr>
<td>Accounts in VPY</td>
<td>#: 316</td>
<td>#: 404</td>
<td>#: 450</td>
</tr>
<tr>
<td></td>
<td>$5,308,231.11</td>
<td>$6,471,834.81</td>
<td>$7,190,897.46</td>
</tr>
<tr>
<td>Accounts in GAR</td>
<td>#: 801</td>
<td>#: 333</td>
<td>#: 1020</td>
</tr>
<tr>
<td></td>
<td>$16,540,181.00</td>
<td>$17,438,770.81</td>
<td>$20,882,310.59</td>
</tr>
<tr>
<td>Average Regular Payment Agreement</td>
<td>$169.54</td>
<td>$169.85</td>
<td>$169.00</td>
</tr>
<tr>
<td>Average Garnishment Account Payment</td>
<td>$124.80</td>
<td>$130.38</td>
<td>$125.00</td>
</tr>
</tbody>
</table>
## Transfer Impact Analysis

GO Services expects to receive approximately 15,000 accounts. These accounts will be routed to the appropriate department for immediate resolution. We also plan to return 25,000 accounts via INA / UNL.

### Contract Staff

<table>
<thead>
<tr>
<th>Position</th>
<th>Current Month</th>
<th>In Training</th>
<th>Recruiting</th>
<th>Projected Next Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contract Administrator</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Vice-President of Operations</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Dir Mgrs and Production Mgrs</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>2</td>
</tr>
<tr>
<td>Production Managers</td>
<td>24</td>
<td>0</td>
<td>0</td>
<td>24</td>
</tr>
<tr>
<td>Compl. Oic./Admin. Mgr./Trainee/HR</td>
<td>11</td>
<td>0</td>
<td>0</td>
<td>11</td>
</tr>
<tr>
<td>Collectors</td>
<td>186</td>
<td>16</td>
<td>0</td>
<td>202</td>
</tr>
<tr>
<td>Admin. Staff</td>
<td>9</td>
<td>0</td>
<td>0</td>
<td>9</td>
</tr>
<tr>
<td>IT Support Staff</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Subcontractor Staff</td>
<td>8</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total Staffing</strong></td>
<td><strong>243</strong></td>
<td><strong>16</strong></td>
<td><strong>0</strong></td>
<td><strong>250</strong></td>
</tr>
</tbody>
</table>

### Training Conducted

- Top 3 Complaints: Misinformation, Harassment and Misrepresentation
- Proper social security verification
- Garnishment documentation/Status/Financial statement
- Verification and documentation of child support garnishment
- PWG accounts require a payment today
- Complaint prevention: Completeness of notes
- POE Account Documentation
- Skip tracing sites Account Documentation
- POE’s now taken by IGR
- Account documentation of SIF’s
- Following Payment Demand Guidelines

### Documents Sent to COR during the Month

None

### Problems

**Problem or Issue:**

Our system was not processing employment data files properly.

**Impact:**

This forced our employees to manually update this information into the system and took focus away from their daily responsibilities.

**Solution:**

Our IT team was informed and they patched the system issue.

**Preventive Measures:**

Continued monitoring of the process.

### New Initiatives

A "Buddy" program was implemented in August to utilize our talent pool to give our new employees additional on-the-job training. A select group of individuals are taking new employees under their wing and helping them get acclimated with our environment, as well as help them in their day-to-day job activities.
### Complaints

<table>
<thead>
<tr>
<th>SSN</th>
<th>Agency</th>
<th>Dates</th>
<th>Complaint Issue</th>
<th>Response</th>
<th>Preventive Measures</th>
</tr>
</thead>
<tbody>
<tr>
<td>264-67-8809</td>
<td>356</td>
<td>2-Aug</td>
<td>Borrower gave checking information over the phone. PCA was supposed to hold the check over the weekend but the check was cashed.</td>
<td>We admit the allegation. The check was mistakenly taken out of the hold status, which caused the check to be cashed.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>545-00-7742</td>
<td>356</td>
<td>28-Jul</td>
<td>Borrower states account Rep claimed to be from the federal government. Borrower states the Rep kept calling asking for IR and asking if calls were being recorded.</td>
<td>We submit the Rep was unknowingly identifying GO Services. Two calls were made to the borrower's payroll. The final call to payroll was to verify the borrower's full name and SSN and that borrower was a full time employee. The recorded voice is unclear. No message was left. The borrower is employed in human resources and calls were made in an attempt to contact the borrower directly. We have stopped voice recording on all phone calls. We have also set a new process for verifying the identity of the borrower.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>527-11-0165</td>
<td>356</td>
<td>9-Aug</td>
<td>Borrower believes attempted contacts were made to gain access to her SSN by sending a letter that makes it easy to gain payment and put SSN on the payment as part of a scam. Borrower states numerous phone calls were made to gain access to her SSN as part of a scam.</td>
<td>We deny the allegation. We requested the SSN for identification purposes so that the payment is applied to the correct account. We requested the last 4 digits of the SSN for identification information so that we can verify the identity of the borrower.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>496-27-4970</td>
<td>356</td>
<td>9-Aug</td>
<td>GC Services Rep disputed borrower's garnishment as collateral with someone outside of payroll. GC Services verified at borrower.</td>
<td>We deny the allegation. GC Services has been communicating with the borrower regarding the garnishment.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>471-03-3585</td>
<td>356</td>
<td>11-Aug</td>
<td>We have called the last 2 years looking for another person.</td>
<td>We deny the allegation. We have not called the last 2 years. We have called the last 2 years.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>353-60-2695</td>
<td>356</td>
<td>12-Aug</td>
<td>PCA contacting the wrong person.</td>
<td>We admit that we contacted the wrong person. We informed the customer that we have not contacted the correct person. We have immediately obtained all contact information from our system. We handled the contact pursuant to our guidelines.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>329-58-6148</td>
<td>356</td>
<td>12-Aug</td>
<td>Rep Dawn Marie Simpson misrepresented herself to third parties to obtain information about the borrower.</td>
<td>We deny the allegation. There is no supporting documentation to specifically refute the allegation. The Rep has no contact with the customer due to the extended period of time between the call and the date of the complaint.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>116-60-6824</td>
<td>356</td>
<td>19-Aug</td>
<td>GC Services has been contacting her mother.</td>
<td>We admit that we contacted the customer for location purposes only. No information about the account was conveyed to the mother.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>303-80-3593</td>
<td>356</td>
<td>19-Aug</td>
<td>PCA gave account information to third party.</td>
<td>We deny the allegation. As requested by law, we gave the company name when requested. We did not disclose the nature of the call or account to third party.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>376-04-0433</td>
<td>356</td>
<td>20-Aug</td>
<td>PCA continued to contact the borrower after receiving a cease and desist letter.</td>
<td>We deny the allegation. We have no record of receiving such a request and borrower did not make a verbal request.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>350-00-0241</td>
<td>356</td>
<td>17-Aug</td>
<td>PCA continued to call his telephone number after being told that he was not the proper party.</td>
<td>We admit the allegation. The Rep removed the telephone number from their system. We have no record of the Rep and have informed the customer of the proper party.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
<tr>
<td>316-60-5882</td>
<td>350</td>
<td>20-Aug</td>
<td>PCA is being very repeatable.</td>
<td>We deny the allegation. Our documentation clearly shows that all caller attempts were provided. We followed DD guidelines.</td>
<td>A coaching record along with additional phone reviews will be completed on the representatives.</td>
</tr>
</tbody>
</table>

**COMMENTS:**

ED001067
## ED Contract Staffing

### SENIOR MANAGEMENT STAFF

<table>
<thead>
<tr>
<th>Name</th>
<th>Employed</th>
<th>Position &amp; Security Level Status</th>
<th>Separated</th>
<th>E-Qip Release Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hopkins, Gary</td>
<td>06/11/07</td>
<td>EVP of Operations/Submitted 6C</td>
<td>04/13/09</td>
<td></td>
</tr>
<tr>
<td>Van De Ryt, Virginia</td>
<td>06/12/07</td>
<td>VP of Operations/Submitted 6C</td>
<td>05/10/09</td>
<td></td>
</tr>
<tr>
<td>Barnes, Jay</td>
<td>06/01/04</td>
<td>Dir of Bus. Dev./Submitted 5C</td>
<td>01/28/05</td>
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QUALITY CONTROL AG566
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<td>Activated Too Soon&lt;br&gt;POE Not Verified/Doc'd On L102&lt;br&gt;L103 Not Updated&lt;br&gt;POE Verified Over 30 Days&lt;br&gt;Letter Series Incomplete&lt;br&gt;T12 Not Sent to Same Addy As Ltr Series&lt;br&gt;Did Not Leave Word 2 Times/5 Skips&lt;br&gt;L140, L141, L142 Incorrect</td>
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**QUALITY CONTROL AG0366**
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<th>Preventive Measure</th>
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<td>Preventive Measure</td>
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<td>Corrective Action</td>
<td>Preventive Measure</td>
</tr>
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<td>34</td>
<td>34</td>
<td>9 26%</td>
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<td>0</td>
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<td>96</td>
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<td>Preventive Measure</td>
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<td>Sample Size</td>
<td>Errors Found # %</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
<td>Preventive Measure</td>
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<td>Activated Too Soon, POE Not Verified/Doc'd On L102, L103 Not Updated, POE Verified Over 30 Days, Did Not Leave Word 2 Times/5 Skips, L140, L141, L142 Incorrect</td>
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<td>Continued Quality Control and Training</td>
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<td>Obligations Offered</td>
<td>64</td>
<td>64</td>
<td>4 6%</td>
<td>Comp Letter Not Sent, 30/31/31X Letters Not Sent</td>
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<td>6</td>
<td>2 33%</td>
<td>Did Not Explain Program, AWG, TOPS, &amp; LIT</td>
<td>Continued Quality Control and Training</td>
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<td>N/A</td>
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<td>265</td>
<td>175 66%</td>
<td>L102 Autopays Documented Incorrect, Did Not Explain Program, AWG, TOPS, &amp; LIT, L103 Billing Not Updated, 30/30/31/31X Letters Not Sent</td>
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<td>62</td>
<td>1 2%</td>
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<td>81</td>
<td>2 2%</td>
<td>1845 Incomplete, Incorrect Cover Sheet</td>
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<tr>
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<td>27</td>
<td>27</td>
<td>2 7%</td>
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<tr>
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<td>Sample Size</td>
<td>Errors Found #</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
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<td>Corrective Action</td>
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<td>QC Sample</td>
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<td>Sample Size</td>
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<td>Corrective Action</td>
<td>Preventive Measure</td>
</tr>
<tr>
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<td>Did Not Expln Program, AWG, TOPS, &amp; LIT</td>
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<td>5</td>
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<td>Disability Resolutions</td>
<td>222</td>
<td>222</td>
<td>8</td>
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<td>N/A</td>
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<td>N/A</td>
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<td>101</td>
<td>101</td>
<td>15</td>
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<td>N/A</td>
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<td>N/A</td>
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<td>N/A</td>
<td>N/A</td>
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<td>Total Number</td>
<td>Sample Size</td>
<td>Errors Found #</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
<td>Preventive Measure</td>
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<td>96</td>
<td>10%</td>
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<td>463</td>
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<td>13%</td>
<td>Did Not Explain Program, AWG, TOPS, &amp; LIT</td>
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<td>N/A</td>
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<td>27</td>
<td>10%</td>
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<td>0</td>
<td>0</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
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<td>Compromises Offered</td>
<td>155</td>
<td>155</td>
<td>44</td>
<td>28%</td>
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<td>Continued Quality Control and Training</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
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<td>1</td>
<td>0</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
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<td>118</td>
<td>79</td>
<td>67%</td>
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<td>250</td>
<td>250</td>
<td>1</td>
<td>&gt;1%</td>
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<td>223</td>
<td>223</td>
<td>4</td>
<td>2%</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>Incarcerations</td>
<td>103</td>
<td>103</td>
<td>4</td>
<td>4%</td>
<td>Did Not Stop Notices Same Day</td>
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<td>N/A</td>
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<td>N/A</td>
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<tr>
<td>Accounts Recalled by ED</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>Accounts in Suspense</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>QC Sample</td>
<td>Total Number</td>
<td>Sample Size</td>
<td>Errors Found # %</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
<td>Preventive Measure</td>
</tr>
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<td>0020,628</td>
<td>697</td>
<td>39 6%</td>
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<td>PCA Balance Correction</td>
<td>Continued Quality Control and Training</td>
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<tr>
<td>Phone Calls Attempted</td>
<td>485,552</td>
<td>602</td>
<td>73 12%</td>
<td>Did Not Expln Program, AWG, TOPS, &amp; LIT</td>
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<td>73</td>
<td>1 1%</td>
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<td>514</td>
<td>148 23%</td>
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<td>N/A</td>
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<tr>
<td>(b) Litigation Packages</td>
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<td>N/A</td>
<td>N/A</td>
<td>Demographic Not Updated</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>(b) Compromises Offered</td>
<td>127</td>
<td>127</td>
<td>32 25%</td>
<td>Did Not Leave Word 2 Times/5 Skips</td>
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<tr>
<td>(b) ICRP Cons. Offered</td>
<td>1</td>
<td>0</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>(b) LVCs</td>
<td>1</td>
<td>1</td>
<td>6%</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>(b) Rehabilitation's Offered</td>
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<td>133</td>
<td>73 55%</td>
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<td>219</td>
<td>0 0%</td>
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<td>N/A</td>
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<td>253</td>
<td>16 6%</td>
<td>1845 Incomplete</td>
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<tr>
<td>(b) Incarcerations</td>
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<td>90</td>
<td>9 10%</td>
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<td>N/A</td>
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<td>(b) Accounts in Suspense</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>QC Sample</td>
<td>Total Number</td>
<td>Sample Size</td>
<td>Errors Found # %</td>
<td>Description of Errors</td>
<td>Corrective Action</td>
<td>Preventive Measure</td>
</tr>
<tr>
<td>-----------------</td>
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<tr>
<td>Balance Review</td>
<td>12,273,89</td>
<td>425</td>
<td>120 28%</td>
<td>Balance &gt; $25 Difference</td>
<td>PCA Balance Correction</td>
<td>Continued Quality Control and Training</td>
</tr>
<tr>
<td>Phone Calls Attempted</td>
<td>481,877</td>
<td>463</td>
<td>138 30%</td>
<td>Did Not Explain Program, AWG, TOPS, &amp; LUT</td>
<td>Continued Quality Control and Training</td>
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<td>Continued Quality Control and Training</td>
<td>Continued Quality Control and Training</td>
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<td>80</td>
<td>60</td>
<td>23 29%</td>
<td>Comp Letter Not Sent</td>
<td>Continued Quality Control and Training</td>
<td>Continued Quality Control and Training</td>
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<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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<tr>
<td>ICRP Cons. Offered</td>
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<td>0</td>
<td>0%</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
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**QUALITY CONTROL AG966**

ED001142
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