

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total N	Sample Size	Errors Found	Description of Errors	Corrective Action
Balance Review	(b)(4)				(b)(4)
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
(b)(4)					
AWG Accounts					
(b)(4)					
LVCs					
(b)(4)					
Bankruptcy Resolutions					
Death Resolutions					
Disability Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total	Sample	Errors	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						
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QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						
	5	5	0	0%		

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Errors	Sample Errors	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)				
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
(b)(4)					
AWG Accounts					
(b)(4)					
LVCs					
(b)(4)					
Bankruptcy Resolutions					
Death Resolutions					
Disability Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Errors	Sample Size	Errors Per Sample	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Errors	Sample Errors	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)				
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
(b)(4)					
AWG Accounts					
(b)(4)					
LVCs					
(b)(4)					
Bankruptcy Resolutions					
Death Resolutions					
Disability Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)	
Balance Review	(b)(4)						
Phone Calls Attempted							
Borrower Contacts							
Borrower Call-Ins							
Correspondence							
(b)(4)							
AWG Accounts							
(b)(4)							
LVCs							
(b)(4)							
Bankruptcy Resolutions							
Death Resolutions							
Disability Resolutions							
Incarcerations							
EFT - Account Update							
EFT - Billing							
EFT - Returns							
(b)(4)							

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
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QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

QC Sample	Total	Sample	Errors	Description of Errors	Corrective Action	(b)(4)
Balance Review	(b)(4)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
Incarcerations						
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Balance Review	(b)(4)					
Phone Calls Attempted						
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Borrower Call-Ins						
Correspondence						
(b)(4)						
AWG Accounts						
(b)(4)						
LVCs						
(b)(4)						
Bankruptcy Resolutions						
Death Resolutions						
Disability Resolutions						
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EFT - Returns						
(b)(4)						