

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	61,233	0	0	0			
Borrower Call-Ins	3,197	0	0	0			
Correspondence	157	0	0	0			
Delinquent Accounts	0	0	0	0			
AWG Accounts	351	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	29	13	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	39	0	0	0			
LVCs	5	0	0	0			
Rehabilitation's Offered	175	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	9,142	0	0	0			
Death Resolutions	14	0	0	0			
Disability Resolutions	4	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	7	0	0	0			
EFT - Account Update	18	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	3	0	0	0			
Accounts Recalled by ED	43	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	97,596	0	0	0			
Borrower Call-Ins	6,026	0	0	0			
Correspondence	296	0	0	0			
Delinquent Accounts	0	0	0	0			
AWG Accounts	664	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	21	13	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	103	0	0	0			
LVCs	49	0	0	0			
Rehabilitation's Offered	197	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	7,493	0	0	0			
Death Resolutions	28	0	0	0			
Disability Resolutions	20	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	11	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	10	0	0	0			
Accounts Recalled by ED	159	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	97,596	0	0	0			
Borrower Call-Ins	6,026	0	0	0			
Correspondence	296	0	0	0			
Delinquent Accounts	0	0	0	0			
AWG Accounts	664	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	21	13	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	103	0	0	0			
LVCs	49	0	0	0			
Rehabilitations Offered	197	0	0	0			
Rehabilitations Submitted	0	0	0	0			
Letters Generated	7,493	0	0	0			
Death Resolutions	28	0	0	0			
Disability Resolutions	20	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	11	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	10	0	0	0			
Accounts Recalled by ED	159	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	61,862	0	0	0			
Borrower Call-Ins	4,258	0	0	0			
Correspondence	276	0	0	0			
Delinquent Accounts	79	0	0	0			
AWG Accounts	885	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	20	13	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	105	0	0	0			
IVCs	54	0	0	0			
Rehabilitation's Offered	121	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	7,540	0	0	0			
Death Resolutions	25	0	0	0			
Disability Resolutions	15	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	14	0	0	0			
EFT - Account Update	16	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	13	0	0	0			
Accounts Recalled by ED	152	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	66,211	0	0	0			
Borrower Call-Ins	5,381	0	0	0			
Correspondence	287	0	0	0			
Delinquent Accounts	199	0	0	0			
AWG Accounts	1,080	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	23	13	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	136	0	0	0			
LVCs	110	0	0	0			
Rehabilitation's Offered	182	0	0	0			
Rehabilitation's Submitted	26	0	0	0			
Letters Generated	11,897	0	0	0			
Death Resolutions	28	0	0	0			
Disability Resolutions	23	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	28	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	19	0	0	0			
Accounts Recalled by ED	162	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	70,375	0	0	0			
Borrower Call-Ins	5,019	0	0	0			
Correspondence	269	0	0	0			
Delinquent Accounts	124	0	0	0			
AWG Accounts	1,257	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	19	19	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	101	0	0	0			
LVCs	66	0	0	0			
Rehabilitations Offered	160	0	0	0			
Rehabilitations Submitted	53	0	0	0			
Letters Generated	15,165	0	0	0			
Death Resolutions	15	0	0	0			
Disability Resolutions	38	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	26	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	18	0	0	0			
Accounts Recalled by ED	229	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	60,708	0	0	0			
Borrower Call-Ins	5,912	0	0	0			
Correspondence	253	0	0	0			
Delinquent Accounts	129	0	0	0			
AWG Accounts	1,297	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	21	19	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	93	0	0	0			
LVCs	71	0	0	0			
Rehabilitation's Offered	273	0	0	0			
Rehabilitation's Submitted	74	0	0	0			
Letters Generated	16,585	0	0	0			
Death Resolutions	26	0	0	0			
Disability Resolutions	23	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	32	0	0	0			
EFT - Account Update	4	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	12	0	0	0			
Accounts Recalled by ED	230	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	56,846	0	0	0			
Borrower Call-Ins	6,651	0	0	0			
Correspondence	296	0	0	0			
Delinquent Accounts	264	0	0	0			
AWG Accounts	1,525	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	21	19	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	101	0	0	0			
LVCs	66	0	0	0			
Rehabilitation's Offered	160	0	0	0			
Rehabilitation's Submitted	53	0	0	0			
Letters Generated	14,663	0	0	0			
Death Resolutions	15	0	0	0			
Disability Resolutions	38	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	26	0	0	0			
EFT - Account Update	3	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	12	0	0	0			
Accounts Recalled by ED	282	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	61,543	0	0	0			
Borrower Call-Ins	5,642	0	0	0			
Correspondence	391	0	0	0			
Delinquent Accounts	407	0	0	0			
AWG Accounts	1,812	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	31	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	82	0	0	0			
LVCs	70	0	0	0			
Rehabilitation's Offered	213	0	0	0			
Rehabilitation's Submitted	94	0	0	0			
Letters Generated	14,734	0	0	0			
Death Resolutions	24	0	0	0			
Disability Resolutions	14	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	23	0	0	0			
EFT - Account Update	4	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	15	0	0	0			
Accounts Recalled by ED	298	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	58,362	0	0	0			
Borrower Call-Ins	6,227	0	0	0			
Correspondence	494	0	0	0			
Delinquent Accounts	395	0	0	0			
AWG Accounts	2,212	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	41	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	101	0	0	0			
LVCs	70	0	0	0			
Rehabilitation's Offered	277	0	0	0			
Rehabilitation's Submitted	22	0	0	0			
Letters Generated	6,468	0	0	0			
Death Resolutions	28	0	0	0			
Disability Resolutions	10	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	14	0	0	0			
EFT - Account Update	2	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	7	0	0	0			
Accounts Recalled by ED	322	0	0	0			
Accounts in Suspense	4	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	63,443	0	0	0			
Borrower Call-Ins	7,569	0	0	0			
Correspondence	549	0	0	0			
Delinquent Accounts	274	0	0	0			
AWG Accounts	2,493	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	50	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	123	0	0	0			
LVCs	66	0	0	0			
Rehabilitation's Offered	350	0	0	0			
Rehabilitation's Submitted	36	0	0	0			
Letters Generated	15,321	0	0	0			
Death Resolutions	15	0	0	0			
Disability Resolutions	38	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	26	0	0	0			
EFT - Account Update	4	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	8	0	0	0			
Accounts Recalled by ED	316	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	77,609	0	0	0			
Borrower Call-Ins	8,224	0	0	0			
Correspondence	694	0	0	0			
Delinquent Accounts	81	0	0	0			
AWG Accounts	2,468	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	43	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	115	0	0	0			
LVCs	73	0	0	0			
Rehabilitations Offered	285	0	0	0			
Rehabilitations Submitted	29	0	0	0			
Letters Generated	19,485	0	0	0			
Death Resolutions	26	0	0	0			
Disability Resolutions	34	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	25	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	14	0	0	0			
Accounts Recalled by ED	755	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	73,623	0	0	0			
Borrower Call-Ins	7,336	0	0	0			
Correspondence	417	0	0	0			
Delinquent Accounts	111	0	0	0			
AWG Accounts	2,762	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	47	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	123	0	0	0			
LVCs	88	0	0	0			
Rehabilitation's Offered	347	0	0	0			
Rehabilitation's Submitted	22	0	0	0			
Letters Generated	16,566	0	0	0			
Death Resolutions	62	0	0	0			
Disability Resolutions	28	0	0	0			
Bankruptcy Resolutions	1	0	0	0			
Incarcerations	42	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	8	0	0	0			
Accounts Recalled by ED	412	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	85,305	0	0	0			
Borrower Call-Ins	7,958	0	0	0			
Correspondence	548	0	0	0			
Delinquent Accounts	147	0	0	0			
AWG Accounts	3,229	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	40	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	133	0	0	0			
LVCs	86	0	0	0			
Rehabilitation's Offered	297	0	0	0			
Rehabilitation's Submitted	15	0	0	0			
Letters Generated	21,341	0	0	0			
Death Resolutions	70	0	0	0			
Disability Resolutions	39	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	41	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	12	0	0	0			
Accounts Recalled by ED	446	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	86,799	0	0	0			
Borrower Call-Ins	7,322	0	0	0			
Correspondence	500	0	0	0			
Delinquent Accounts	198	0	0	0			
AWG Accounts	3,285	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	52	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	111	0	0	0			
LVCs	91	0	0	0			
Rehabilitation's Offered	34	0	0	0			
Rehabilitation's Submitted	50	0	0	0			
Letters Generated	8,329	0	0	0			
Death Resolutions	77	0	0	0			
Disability Resolutions	27	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	40	0	0	0			
EFT - Account Update	22	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	15	0	0	0			
Accounts Recalled by ED	494	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	84,414	0	0	0			
Borrower Call-Ins	9,155	0	0	0			
Correspondence	546	0	0	0			
Delinquent Accounts	276	0	0	0			
AWG Accounts	3,313	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	35	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	84	0	0	0			
LVCs	80	0	0	0			
Renabilitation's Offered	358	0	0	0			
Rehabilitation's Submitted	15	0	0	0			
Letters Generated	17,425	0	0	0			
Death Resolutions	82	0	0	0			
Disability Resolutions	34	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	61	0	0	0			
EFT - Account Update	23	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	10	0	0	0			
Accounts Recalled by ED	435	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	84,414	0	0	0			
Borrower Call-Ins	9,155	0	0	0			
Correspondence	546	0	0	0			
Delinquent Accounts	276	0	0	0			
AWG Accounts	3,313	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	35	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	84	0	0	0			
LVCs	80	0	0	0			
Rehabilitation's Offered	358	0	0	0			
Rehabilitation's Submitted	15	0	0	0			
Letters Generated	6,276	0	0	0			
Death Resolutions	82	0	0	0			
Disability Resolutions	34	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	61	0	0	0			
EFT - Account Update	23	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	10	0	0	0			
Accounts Recalled by ED	435	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	53,287	0	0	0			
Borrower Call-Ins	6,378	0	0	0			
Correspondence	467	0	0	0			
Delinquent Accounts	506	0	0	0			
AWG Accounts	3,886	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	13	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	74	0	0	0			
LVCs	28	0	0	0			
Rehabilitation's Offered	192	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	3,058	0	0	0			
Death Resolutions	82	0	0	0			
Disability Resolutions	23	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	28	0	0	0			
EFT - Account Update	7	0	0	0			
EFT - Billing	2	0	0	0			
EFT - Returns	6	0	0	0			
Accounts Recalled by ED	229	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	74,849	0	0	0			
Borrower Call-Ins	8,682	0	0	0			
Correspondence	378	0	0	0			
Delinquent Accounts	1,291	0	0	0			
AWG Accounts	4,096	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	29	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	105	0	0	0			
LVCs	53	0	0	0			
Rehabilitation's Offered	264	0	0	0			
Rehabilitation's Submitted	73	0	0	0			
Letters Generated	1,379	0	0	0			
Death Resolutions	34	0	0	0			
Disability Resolutions	16	0	0	0			
Bankruptcy Resolutions	19	0	0	0			
Incarcerations	28	0	0	0			
EFT - Account Update	2	0	0	0			
EFT - Billing	2	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	27	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	2,000	0	0	0			
Phone Calls Attempted	74,295	0	0	0			
Borrower Call-Ins	7,024	0	0	0			
Correspondence	209	0	0	0			
Delinquent Accounts	914	0	0	0			
AWG Accounts	4,220	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	26	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	43	0	0	0			
LVCs	20	0	0	0			
Rehabilitations Offered	136	0	0	0			
Rehabilitations Submitted	75	0	0	0			
Letters Generated	6,046	0	0	0			
Death Resolutions	82	0	0	0			
Disability Resolutions	25	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	24	0	0	0			
EFT - Account Update	22	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	193	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	74,295	0	0	0			
Borrower Call-Ins	7,024	0	0	0			
Correspondence	209	0	0	0			
Delinquent Accounts	914	0	0	0			
AWG Accounts	4,220	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	26	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	43	0	0	0			
LVCs	20	0	0	0			
Rehabilitation's Offered	136	0	0	0			
Rehabilitation's Submitted	75	0	0	0			
Letters Generated	6,046	0	0	0			
Death Resolutions	82	0	0	0			
Disability Resolutions	25	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	24	0	0	0			
EFT - Account Update	22	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	193	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	83,508	0	0	0			
Borrower Call-Ins	7,369	0	0	0			
Correspondence	292	0	0	0			
Delinquent Accounts	761	0	0	0			
AWG Accounts	4,124	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	31	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	11	0	0	0			
LVCs	0	0	0	0			
Rehabilitations Offered	475	0	0	0			
Rehabilitations Submitted	127	0	0	0			
Letters Generated	11,122	0	0	0			
Death Resolutions	44	0	0	0			
Disability Resolutions	6	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	9	0	0	0			
EFT - Account Update	20	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	76	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	91,221	0	0	0			
Borrower Call-Ins	7,496	0	0	0			
Correspondence	243	0	0	0			
Delinquent Accounts	181	0	0	0			
AWG Accounts	5,074	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	48	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	4	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	478	0	0	0			
Rehabilitation's Submitted	44	0	0	0			
Letters Generated	11,412	0	0	0			
Death Resolutions	114	0	0	0			
Disability Resolutions	53	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	55	0	0	0			
EFT - Account Update	20	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	367	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	91,032	0	0	0			
Borrower Call-Ins	6,957	0	0	0			
Correspondence	275	0	0	0			
Delinquent Accounts	251	0	0	0			
AWG Accounts	5,032	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	37	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	2	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	378	0	0	0			
Rehabilitation's Submitted	15	0	0	0			
Letters Generated	8,011	0	0	0			
Death Resolutions	190	0	0	0			
Disability Resolutions	79	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	65	0	0	0			
EFT - Account Update	22	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	209	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	108,729	0	0	0			
Borrower Call-Ins	5,940	0	0	0			
Correspondence	224	0	0	0			
Delinquent Accounts	219	0	0	0			
AWG Accounts	5,025	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	47	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	1	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	361	0	0	0			
Rehabilitation's Submitted	15	0	0	0			
Letters Generated	4,314	0	0	0			
Death Resolutions	79	0	0	0			
Disability Resolutions	16	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	22	0	0	0			
EFT - Account Update	23	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	1,323	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	103,533	0	0	0			
Borrower Call-Ins	5,798	0	0	0			
Correspondence	217	0	0	0			
Delinquent Accounts	270	0	0	0			
AWG Accounts	5,429	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	36	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	21	0	0	0			
Rehabilitations Offered	431	0	0	0			
Rehabilitations Submitted	21	0	0	0			
Letters Generated	17,564	0	0	0			
Death Resolutions	64	0	0	0			
Disability Resolutions	69	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	39	0	0	0			
EFT - Account Update	22	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	1,560	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	84,004	0	0	0			
Borrower Call-Ins	5,357	0	0	0			
Correspondence	208	0	0	0			
Delinquent Accounts	356	0	0	0			
AWG Accounts	5,303	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	56	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	5	0	0	0			
Rehabilitations Offered	604	0	0	0			
Rehabilitations Submitted	5	0	0	0			
Letters Generated	8,960	0	0	0			
Death Resolutions	76	0	0	0			
Disability Resolutions	32	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	56	0	0	0			
EFT - Account Update	4	0	0	0			
EFT - Billing	22	0	0	0			
EFT - Returns	2	0	0	0			
Accounts Recalled by ED	16,477	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	71,154	0	0	0			
Borrower Call-Ins	5,028	0	0	0			
Correspondence	251	0	0	0			
Delinquent Accounts	367	0	0	0			
AWG Accounts	5,060	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	44	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	11	0	0	0			
Rehabilitation's Offered	806	0	0	0			
Rehabilitation's Submitted	11	0	0	0			
Letters Generated	12,237	0	0	0			
Death Resolutions	39	0	0	0			
Disability Resolutions	24	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	43	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	388	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	79,062	0	0	0			
Borrower Call-Ins	4,835	0	0	0			
Correspondence	254	0	0	0			
Delinquent Accounts	433	0	0	0			
AWG Accounts	5,094	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	42	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	6	0	0	0			
Rehabilitation's Offered	1092	0	0	0			
Rehabilitation's Submitted	6	0	0	0			
Letters Generated	9,878	0	0	0			
Death Resolutions	47	0	0	0			
Disability Resolutions	46	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	57	0	0	0			
EFT - Account Update	4	0	0	0			
EFT - Billing	23	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	563	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	96,688	0	0	0			
Borrower Call-Ins	6,121	0	0	0			
Correspondence	313	0	0	0			
Delinquent Accounts	422	0	0	0			
AWG Accounts	5,341	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	36	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	9	0	0	0			
Rehabilitation's Offered	700	0	0	0			
Rehabilitation's Submitted	9	0	0	0			
Letters Generated	10,545	0	0	0			
Death Resolutions	49	0	0	0			
Disability Resolutions	32	0	0	0			
Bankruptcy Resolutions	22	0	0	0			
Incarcerations	35	0	0	0			
EFT - Account Update	19	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	1,405	0	0	0			
Accounts Recalled by ED	89	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	123,824	0	0	0			
Borrower Call-Ins	6,077	0	0	0			
Correspondence	346	0	0	0			
Delinquent Accounts	433	0	0	0			
AWG Accounts	5,042	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	30	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	21	0	0	0			
Rehabilitation's Offered	792	0	0	0			
Rehabilitation's Submitted	21	0	0	0			
Letters Generated	27,469	0	0	0			
Death Resolutions	46	0	0	0			
Disability Resolutions	51	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	61	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	5	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	84	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	116,867	0	0	0			
Borrower Call-Ins	9,508	0	0	0			
Correspondence	349	0	0	0			
Delinquent Accounts	517	0	0	0			
AWG Accounts	5,838	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	59	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	774	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	23,609	0	0	0			
Death Resolutions	67	0	0	0			
Disability Resolutions	39	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	60	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	1	0	0	0			
Accounts Recalled by ED	5	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	114,940	0	0	0			
Borrower Call-Ins	9,901	0	0	0			
Correspondence	371	0	0	0			
Delinquent Accounts	625	0	0	0			
AWG Accounts	5,863	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	47	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	805	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	15,526	0	0	0			
Death Resolutions	83	0	0	0			
Disability Resolutions	29	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	65	0	0	0			
EFT - Account Update	20	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	3	0	0	0			
Accounts Recalled by ED	84	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	179,750	0	0	0			
Borrower Call-Ins	14,047	0	0	0			
Correspondence	291	0	0	0			
Delinquent Accounts	534	0	0	0			
AWG Accounts	7,581	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	62	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
IVCs	0	0	0	0			
Rehabilitation's Offered	1034	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	25,055	0	0	0			
Death Resolutions	59	0	0	0			
Disability Resolutions	32	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	89	0	0	0			
EFT - Account Update	22	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	43	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	110,286	0	0	0			
Borrower Call-Ins	13,843	0	0	0			
Correspondence	578	0	0	0			
Delinquent Accounts	569	0	0	0			
AWG Accounts	7,625	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	84	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	1113	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	12,089	0	0	0			
Death Resolutions	82	0	0	0			
Disability Resolutions	67	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	77	0	0	0			
EFT - Account Update	19	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	61	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	144,710	0	0	0			
Borrower Call-Ins	11,027	0	0	0			
Correspondence	639	0	0	0			
Delinquent Accounts	631	0	0	0			
AWG Accounts	7,913	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	55	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	808	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	19,728	0	0	0			
Death Resolutions	71	0	0	0			
Disability Resolutions	55	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	54	0	0	0			
EFT - Account Update	21	0	0	0			
EFT - Billing	4	0	0	0			
EFT - Returns	3	0	0	0			
Accounts Recalled by ED	65	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	10,762	0	0	0			
Borrower Call-Ins	198	0	0	0			
Correspondence	1	0	0	0			
Delinquent Accounts	18	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	16,011	0	0	0			
Borrower Call-Ins	399	0	0	0			
Correspondence	1	0	0	0			
Delinquent Accounts	24	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	15,569	0	0	0			
Borrower Call-Ins	407	0	0	0			
Correspondence	1	0	0	0			
Delinquent Accounts	24	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	31	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
IVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	7	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	15,956	0	0	0			
Borrower Call-Ins	619	0	0	0			
Correspondence	6	0	0	0			
Delinquent Accounts	60	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	17,550	0	0	0			
Borrower Call-Ins	700	0	0	0			
Correspondence	5	0	0	0			
Delinquent Accounts	63	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	23,095	0	0	0			
Borrower Call-Ins	846	0	0	0			
Correspondence	10	0	0	0			
Delinquent Accounts	74	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitations Offered	0	0	0	0			
Rehabilitations Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	26,073	0	0	0			
Borrower Call-Ins	926	0	0	0			
Correspondence	8	0	0	0			
Delinquent Accounts	6	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	29,528	0	0	0			
Borrower Call-Ins	728	0	0	0			
Correspondence	5	0	0	0			
Delinquent Accounts	15	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	32,698	0	0	0			
Borrower Call-Ins	808	0	0	0			
Correspondence	10	0	0	0			
Delinquent Accounts	17	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	22,863	0	0	0			
Borrower Call-Ins	702	0	0	0			
Correspondence	11	0	0	0			
Delinquent Accounts	27	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	16,660	0	0	0			
Borrower Call-Ins	556	0	0	0			
Correspondence	3	0	0	0			
Delinquent Accounts	55	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitations Offered	0	0	0	0			
Rehabilitations Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	25,947	0	0	0			
Borrower Call-Ins	798	0	0	0			
Correspondence	10	0	0	0			
Delinquent Accounts	41	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	17,884	0	0	0			
Borrower Call-Ins	697	0	0	0			
Correspondence	6	0	0	0			
Delinquent Accounts	55	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	945	0	0	0			
Borrower Call-Ins	30,252	0	0	0			
Correspondence	9	0	0	0			
Delinquent Accounts	33	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
IVCs	0	0	0	0			
Renabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	200	0	0	0			
Phone Calls Attempted	24,927	0	0	0			
Borrower Call-Ins	977	0	0	0			
Correspondence	4	0	0	0			
Delinquent Accounts	16	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitations Offered	0	0	0	0			
Rehabilitations Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	22,728	0	0	0			
Borrower Call-Ins	818	0	0	0			
Correspondence	23	0	0	0			
Delinquent Accounts	18	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitations Offered	0	0	0	0			
Rehabilitations Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	41,586	0	0	0			
Borrower Call-Ins	1,196	0	0	0			
Correspondence	11	0	0	0			
Delinquent Accounts	26	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	19,628	0	0	0			
Borrower Call-Ins	1,336	0	0	0			
Correspondence	37	0	0	0			
Delinquent Accounts	19	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	200	0	0	0			
Phone Calls Attempted	55,294	0	0	0			
Borrower Call-Ins	1,199	0	0	0			
Correspondence	27	0	0	0			
Delinquent Accounts	14	0	0	0			
AWG Accounts	0	0	0	0			
Litigation Packages	0	0	0	0			
Compromises Offered	0	0	0	0			
Consolidations Offered	0	0	0	0			
ICRP Cons. Offered	0	0	0	0			
LVCs	0	0	0	0			
Rehabilitation's Offered	0	0	0	0			
Rehabilitation's Submitted	0	0	0	0			
Letters Generated	0	0	0	0			
Death Resolutions	0	0	0	0			
Disability Resolutions	0	0	0	0			
Bankruptcy Resolutions	0	0	0	0			
Incarcerations	0	0	0	0			
EFT - Account Update	0	0	0	0			
EFT - Billing	0	0	0	0			
EFT - Returns	0	0	0	0			
Accounts Recalled by ED	0	0	0	0			
Accounts in Suspense	0	0	0	0			