

COAST PROFESSIONAL, INC.

**APRIL
2010**

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 24,758	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	68,451	250	0	0%	N/A	N/A	N/A
Borrower Contacts	6,136	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	2,381	100	0	0%	N/A	N/A	N/A
Correspondence	405	405	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	139	139	0	0%	N/A	N/A	N/A
AWG Accounts	86	86	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	53	53	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	80	80	0	0%	N/A	N/A	N/A
LVCs	45	45	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	325	325	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	17,576	1000	0	0%	N/A	N/A	N/A
Death Resolutions	3	3	0	0%	N/A	N/A	N/A
Disability Resolutions	18	18	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	24	24	0	0%	N/A	N/A	N/A
EFT - Account Update	10,439	250	0	0%	N/A	N/A	N/A
EFT - Billing	655	100	0	0%	N/A	N/A	N/A
EFT - Returns	46	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	217	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	47	47	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

**MAY
2010**

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 24,722	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	92,942	250	0	0%	N/A	N/A	N/A
Borrower Contacts	7,361	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	2,359	100	0	0%	N/A	N/A	N/A
Correspondence	431	431	0	0%	N/A	N/A	N/A
Delinquent Accounts	65	65	0	0%	N/A	N/A	N/A
AWG Accounts	241	241	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	50	50	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	102	102	0	0%	N/A	N/A	N/A
LVCs	23	23	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	(b)(4) 237	237	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	21,373	1000	0	0%	N/A	N/A	N/A
Death Resolutions	14	14	0	0%	N/A	N/A	N/A
Disability Resolutions	10	10	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	10	10	0	0%	N/A	N/A	N/A
EFT - Account Update	7,712	250	0	0%	N/A	N/A	N/A
EFT - Billing	591	100	0	0%	N/A	N/A	N/A
EFT - Returns	22	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 187	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	36	36	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JUNE

2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 22,962	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	113,011	250	0	0%	N/A	N/A	N/A
Borrower Contacts	7,340	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	3,413	100	0	0%	N/A	N/A	N/A
Correspondence	527	527	0	0%	N/A	N/A	N/A
Delinquent Accounts	102	65	0	0%	N/A	N/A	N/A
AWG Accounts	301	301	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	48	48	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	270	270	0	0%	N/A	N/A	N/A
LVCs	55	55	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	309	309	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	9,940	3500	0	0%	N/A	N/A	N/A
Death Resolutions	62	62	0	0%	N/A	N/A	N/A
Disability Resolutions	30	30	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	13	13	0	0%	N/A	N/A	N/A
EFT - Account Update	7,853	250	0	0%	N/A	N/A	N/A
EFT - Billing	568	100	0	0%	N/A	N/A	N/A
EFT - Returns	8,194	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	203	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	29	29	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 34,557	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	98,516	250	0	0%	N/A	N/A	N/A
Borrower Contacts	66,748	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	3,157	100	0	0%	N/A	N/A	N/A
Correspondence	515	515	0	0%	N/A	N/A	N/A
Delinquent Accounts	(b)(4) 104	104	0	0%	N/A	N/A	N/A
AWG Accounts	172	301	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	41	41	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	244	244	0	0%	N/A	N/A	N/A
LVCs	59	59	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	267	267	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	1	0	0	0%	N/A	N/A	N/A
Letters Generated	20,219	3500	0	0%	N/A	N/A	N/A
Death Resolutions	35	35	0	0%	N/A	N/A	N/A
Disability Resolutions	14	14	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	18	18	0	0%	N/A	N/A	N/A
EFT - Account Update	11,440	250	0	0%	N/A	N/A	N/A
EFT - Billing	804	100	0	0%	N/A	N/A	N/A
EFT - Returns	84	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	117	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	64	64	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
AUGUST
2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 28,423	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	123,332	250	0	0%	N/A	N/A	N/A
Borrower Contacts	80,832	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	4,987	100	0	0%	N/A	N/A	N/A
Correspondence	694	694	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	46	46	0	0%	N/A	N/A	N/A
AWG Accounts	335	335	0	0%	N/A	N/A	N/A
Litigation Packages	4	4	0	0%	N/A	N/A	N/A
Compromises Offered	35	35	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	325	325	0	0%	N/A	N/A	N/A
LVCs	94	94	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	411	411	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	5	5	0	0%	N/A	N/A	N/A
Letters Generated	17,050	3500	0	0%	N/A	N/A	N/A
Death Resolutions	21	35	0	0%	N/A	N/A	N/A
Disability Resolutions	19	19	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	17	18	0	0%	N/A	N/A	N/A
EFT - Account Update	8,458	250	0	0%	N/A	N/A	N/A
EFT - Billing	480	100	0	0%	N/A	N/A	N/A
EFT - Returns	5,914	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	245	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	27	27	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
SEPTEMBER
2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 36,454	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	122,288	250	0	0%	N/A	N/A	N/A
Borrower Contacts	83,463	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	4,269	100	0	0%	N/A	N/A	N/A
Correspondence	681	694	0	0%	N/A	N/A	N/A
Delinquent Accounts	53	53	0	0%	N/A	N/A	N/A
AWG Accounts	365	365	0	0%	N/A	N/A	N/A
Litigation Packages	10	10	0	0%	N/A	N/A	N/A
Compromises Offered	13	13	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	195	195	0	0%	N/A	N/A	N/A
LVCs	113	113	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	225	225	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	18	18	0	0%	N/A	N/A	N/A
Letters Generated	21,283	3500	0	0%	N/A	N/A	N/A
Death Resolutions	48	49	0	0%	N/A	N/A	N/A
Disability Resolutions	38	38	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	15	18	0	0%	N/A	N/A	N/A
EFT - Account Update	5,781	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,147	100	0	0%	N/A	N/A	N/A
EFT - Returns	3,295	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	346	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	166	166	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
OCTOBER
2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 49,774	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	123,096	250	0	0%	N/A	N/A	N/A
Borrower Contacts	92,641	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	5,089	100	0	0%	N/A	N/A	N/A
Correspondence	743	743	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	55	55	0	0%	N/A	N/A	N/A
AWG Accounts	139	139	0	0%	N/A	N/A	N/A
Litigation Packages	17	17	0	0%	N/A	N/A	N/A
Compromises Offered	28	28	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	384	384	0	0%	N/A	N/A	N/A
I VCs	82	82	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	392	392	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	14	14	0	0%	N/A	N/A	N/A
Letters Generated	24,686	3500	0	0%	N/A	N/A	N/A
Death Resolutions	35	35	0	0%	N/A	N/A	N/A
Disability Resolutions	9	9	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	13	13	0	0%	N/A	N/A	N/A
EFT - Account Update	11,039	250	0	0%	N/A	N/A	N/A
EFT - Billing	943	100	0	0%	N/A	N/A	N/A
EFT - Returns	51	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	305	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	392	392	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
OCTOBER
2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 42,785	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	124,266	250	0	0%	N/A	N/A	N/A
Borrower Contacts	91,921	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	27,919	100	0	0%	N/A	N/A	N/A
Correspondence	806	806	0	0%	N/A	N/A	N/A
Delinquent Accounts	185	185	0	0%	N/A	N/A	N/A
AWG Accounts	351	351	0	0%	N/A	N/A	N/A
Litigation Packages	9	8	0	0%	N/A	N/A	N/A
Compromises Offered	29	29	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	428	428	0	0%	N/A	N/A	N/A
LVCs	88	88	0	0%	N/A	N/A	N/A
(b)(3) Rehabilitation's Offered	356	356	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	28	28	0	0%	N/A	N/A	N/A
Letters Generated	23,168	3500	0	0%	N/A	N/A	N/A
Death Resolutions	41	41	0	0%	N/A	N/A	N/A
Disability Resolutions	30	30	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	36	36	0	0%	N/A	N/A	N/A
EFT - Account Update	7,753	250	0	0%	N/A	N/A	N/A
EFT - Billing	955	100	0	0%	N/A	N/A	N/A
EFT - Returns	4,324	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	373	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	393	393	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
DECEMBER
2010

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 40,458	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	244,337	250	0	0%	N/A	N/A	N/A
Borrower Contacts	89,711	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	5,442	100	0	0%	N/A	N/A	N/A
Correspondence	1,041	1041	0	0%	N/A	N/A	N/A
Delinquent Accounts	198	198	0	0%	N/A	N/A	N/A
AWG Accounts	354	354	0	0%	N/A	N/A	N/A
Litigation Packages	4	4	0	0%	N/A	N/A	N/A
Compromises Offered	36	36	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	430	430	0	0%	N/A	N/A	N/A
LVCs	126	126	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	384	384	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	18	18	0	0%	N/A	N/A	N/A
Letters Generated	21,218	3500	0	0%	N/A	N/A	N/A
Death Resolutions	35	35	0	0%	N/A	N/A	N/A
Disability Resolutions	28	28	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	28	28	0	0%	N/A	N/A	N/A
EFT - Account Update	7,830	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,024	100	0	0%	N/A	N/A	N/A
EFT - Returns	6,926	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	420	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	483	483	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
JANUARY
2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	b)(4) 51,038	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	114,780	250	0	0%	N/A	N/A	N/A
Borrower Contacts	28,848	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	6,757	100	0	0%	N/A	N/A	N/A
Correspondence	1,134	1134	0	0%	N/A	N/A	N/A
Delinquent Accounts	186	186	0	0%	N/A	N/A	N/A
AWG Accounts	276	276	0	0%	N/A	N/A	N/A
Litigation Packages	4	4	0	0%	N/A	N/A	N/A
Compromises Offered	44	44	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	403	403	0	0%	N/A	N/A	N/A
LVCs	99	99	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	500	500	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	21	18	0	0%	N/A	N/A	N/A
Letters Generated	21,233	3500	0	0%	N/A	N/A	N/A
Death Resolutions	46	46	0	0%	N/A	N/A	N/A
Disability Resolutions	34	34	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	30	30	0	0%	N/A	N/A	N/A
EFT - Account Update	10,141	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,625	100	0	0%	N/A	N/A	N/A
EFT - Returns	82	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	534	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	27	27	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
FEBRUARY
2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 39,488	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	122,316	250	0	0%	N/A	N/A	N/A
Borrower Contacts	84,229	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,018	100	0	0%	N/A	N/A	N/A
Correspondence	1,171	1171	0	0%	N/A	N/A	N/A
Delinquent Accounts	176	176	0	0%	N/A	N/A	N/A
AWG Accounts	486	486	0	0%	N/A	N/A	N/A
Litigation Packages	11	11	0	0%	N/A	N/A	N/A
Compromises Offered	62	62	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	350	350	0	0%	N/A	N/A	N/A
LVCs	133	133	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	486	486	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	43	18	0	0%	N/A	N/A	N/A
Letters Generated	4,855	3500	0	0%	N/A	N/A	N/A
Death Resolutions	58	58	0	0%	N/A	N/A	N/A
Disability Resolutions	28	28	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	32	32	0	0%	N/A	N/A	N/A
EFT - Account Update	10,027	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,205	100	0	0%	N/A	N/A	N/A
EFT - Returns	10,202	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	518	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	25	25	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
MARCH
2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 39,573	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	181,835	250	0	0%	N/A	N/A	N/A
Borrower Contacts	119,565	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,656	100	0	0%	N/A	N/A	N/A
Correspondence	1,304	1304	0	0%	N/A	N/A	N/A
Delinquent Accounts	163	163	0	0%	N/A	N/A	N/A
AWG Accounts	583	583	0	0%	N/A	N/A	N/A
Litigation Packages	7	11	0	0%	N/A	N/A	N/A
Compromises Offered	60	62	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	453	453	0	0%	N/A	N/A	N/A
LVCs	103	133	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	(b)(4) 336	486	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	6	18	0	0%	N/A	N/A	N/A
Letters Generated	23,232	3500	0	0%	N/A	N/A	N/A
Death Resolutions	45	58	0	0%	N/A	N/A	N/A
Disability Resolutions	44	28	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	14	32	0	0%	N/A	N/A	N/A
EFT - Account Update	7,630	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,225	100	0	0%	N/A	N/A	N/A
EFT - Returns	7,632	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 573	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	3	3	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.
MARCH
2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 60,310	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	196,314	250	0	0%	N/A	N/A	N/A
Borrower Contacts	126,479	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,305	100	0	0%	N/A	N/A	N/A
Correspondence	1,052	1052	0	0%	N/A	N/A	N/A
Delinquent Accounts	41	41	0	0%	N/A	N/A	N/A
AWG Accounts	284	284	0	0%	N/A	N/A	N/A
Litigation Packages	2	2	0	0%	N/A	N/A	N/A
Compromises Offered	45	45	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	537	537	0	0%	N/A	N/A	N/A
LVCs	95	95	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	586	486	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	24	24	0	0%	N/A	N/A	N/A
Letters Generated	30,369	3500	0	0%	N/A	N/A	N/A
Death Resolutions	38	38	0	0%	N/A	N/A	N/A
Disability Resolutions	19	19	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	31	31	0	0%	N/A	N/A	N/A
EFT - Account Update	11,893	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,404	100	0	0%	N/A	N/A	N/A
EFT - Returns	55	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	647	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	3	3	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

**MAY
2011**

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 51,777	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	213,291	250	0	0%	N/A	N/A	N/A
Borrower Contacts	139,945	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	8,197	100	0	0%	N/A	N/A	N/A
Correspondence	1,123	1123	0	0%	N/A	N/A	N/A
Delinquent Accounts	58	58	0	0%	N/A	N/A	N/A
AWG Accounts	443	443	0	0%	N/A	N/A	N/A
Litigation Packages	6	6	0	0%	N/A	N/A	N/A
Compromises Offered	35	35	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	475	475	0	0%	N/A	N/A	N/A
LVCs	136	136	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	486	486	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	38	38	0	0%	N/A	N/A	N/A
Letters Generated	19,158	3500	0	0%	N/A	N/A	N/A
Death Resolutions	59	59	0	0%	N/A	N/A	N/A
Disability Resolutions	48	48	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	10	10	0	0%	N/A	N/A	N/A
EFT - Account Update	11,400	250	0	0%	N/A	N/A	N/A
EFT - Billing	989	100	0	0%	N/A	N/A	N/A
EFT - Returns	73	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 648	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	35	35	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JUNE

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 40,493	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	221,331	250	0	0%	N/A	N/A	N/A
Borrower Contacts	148,850	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	8,743	100	0	0%	N/A	N/A	N/A
Correspondence	1,347	1347	0	0%	N/A	N/A	N/A
Delinquent Accounts	40	40	0	0%	N/A	N/A	N/A
AWG Accounts	500	500	0	0%	N/A	N/A	N/A
Litigation Packages	1	1	0	0%	N/A	N/A	N/A
Compromises Offered	36	36	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	328	328	0	0%	N/A	N/A	N/A
LVCs	157	157	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	570	570	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	54	54	0	0%	N/A	N/A	N/A
Letters Generated	22,555	3500	0	0%	N/A	N/A	N/A
Death Resolutions	54	54	0	0%	N/A	N/A	N/A
Disability Resolutions	48	48	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	37	37	0	0%	N/A	N/A	N/A
EFT - Account Update	9,046	250	0	0%	N/A	N/A	N/A
EFT - Billing	933	100	0	0%	N/A	N/A	N/A
EFT - Returns	15,826	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	772	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	3	3	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 55,576	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	187,818	250	0	0%	N/A	N/A	N/A
Borrower Contacts	134,084	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,401	100	0	0%	N/A	N/A	N/A
Correspondence	1,026	1,026	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	36	36	0	0%	N/A	N/A	N/A
AWG Accounts	490	490	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	29	29	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	240	240	0	0%	N/A	N/A	N/A
LVCs	100	100	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	441	441	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	61	61	0	0%	N/A	N/A	N/A
Letters Generated	28,516	3500	0	0%	N/A	N/A	N/A
Death Resolutions	31	31	0	0%	N/A	N/A	N/A
Disability Resolutions	32	32	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	36	36	0	0%	N/A	N/A	N/A
EFT - Account Update	9,251	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,195	100	0	0%	N/A	N/A	N/A
EFT - Returns	79	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	611	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	2	2	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	^{b)(4)} 46,075	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	235,834	250	0	0%	N/A	N/A	N/A
Borrower Contacts	161,018	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	9,514	100	0	0%	N/A	N/A	N/A
Correspondence	1,117	1,117	0	0%	N/A	N/A	N/A
^{b)(4)} Delinquent Accounts	46	46	0	0%	N/A	N/A	N/A
AWG Accounts	435	435	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	44	44	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	204	204	0	0%	N/A	N/A	N/A
LVCs	72	72	0	0%	N/A	N/A	N/A
^{b)(4)} Rehabilitation's Offered	542	542	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	102	102	0	0%	N/A	N/A	N/A
Letters Generated	17,147	3500	0	0%	N/A	N/A	N/A
Death Resolutions	103	103	0	0%	N/A	N/A	N/A
Disability Resolutions	36	36	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	81	81	0	0%	N/A	N/A	N/A
EFT - Account Update	20,049	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,075	100	0	0%	N/A	N/A	N/A
EFT - Returns	423	46	0	0%	N/A	N/A	N/A
^{b)(4)} Accounts Recalled by ED	642	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	4	4	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	^{(b)(4)} 45,727	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	220,898	250	0	0%	N/A	N/A	N/A
Borrower Contacts	142,916	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	8,314	100	0	0%	N/A	N/A	N/A
Correspondence	1,330	1,330	0	0%	N/A	N/A	N/A
^{(b)(4)} Delinquent Accounts	73	73	0	0%	N/A	N/A	N/A
AWG Accounts	250	250	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	21	21	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	166	166	0	0%	N/A	N/A	N/A
LVCs	8	8	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	462	462	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	17,061	3500	0	0%	N/A	N/A	N/A
Death Resolutions	44	44	0	0%	N/A	N/A	N/A
Disability Resolutions	20	20	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	22	22	0	0%	N/A	N/A	N/A
EFT - Account Update	5,084	250	0	0%	N/A	N/A	N/A
EFT - Billing	560	100	0	0%	N/A	N/A	N/A
EFT - Returns	138	46	0	0%	N/A	N/A	N/A
^{(b)(4)} Accounts Recalled by ED	319	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	4	4	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 45,727	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	225,691	250	0	0%	N/A	N/A	N/A
Borrower Contacts	121,414	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,531	100	0	0%	N/A	N/A	N/A
Correspondence	997	997	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	63	63	0	0%	N/A	N/A	N/A
AWG Accounts	256	256	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	22	22	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	146	146	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	330	330	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	199	199	0	0%	N/A	N/A	N/A
Letters Generated	6,700	3500	0	0%	N/A	N/A	N/A
Death Resolutions	65	65	0	0%	N/A	N/A	N/A
Disability Resolutions	67	67	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	41	41	0	0%	N/A	N/A	N/A
EFT - Account Update	13,451	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,622	100	0	0%	N/A	N/A	N/A
EFT - Returns	74	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	61	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	5	5	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 51,039	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	234,293	250	0	0%	N/A	N/A	N/A
Borrower Contacts	133,974	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,647	100	0	0%	N/A	N/A	N/A
Correspondence	921	921	0	0%	N/A	N/A	N/A
Delinquent Accounts	151	151	0	0%	N/A	N/A	N/A
AWG Accounts	174	174	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	22	22	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	285	285	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	5,959	3500	0	0%	N/A	N/A	N/A
Death Resolutions	29	29	0	0%	N/A	N/A	N/A
Disability Resolutions	13	13	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	11	11	0	0%	N/A	N/A	N/A
EFT - Account Update	7,913	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,968	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	223	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	2	2	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 56,900	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	201,412	250	0	0%	N/A	N/A	N/A
Borrower Contacts	113,129	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	8,729	100	0	0%	N/A	N/A	N/A
Correspondence	922	922	0	0%	N/A	N/A	N/A
Delinquent Accounts	41	41	0	0%	N/A	N/A	N/A
AWG Accounts	278	278	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	17	17	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	223	223	0	0%	N/A	N/A	N/A
I VCs	35	35	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	543	543	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	21	21	0	0%	N/A	N/A	N/A
Letters Generated	17,793	3500	0	0%	N/A	N/A	N/A
Death Resolutions	77	77	0	0%	N/A	N/A	N/A
Disability Resolutions	65	65	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	48	48	0	0%	N/A	N/A	N/A
EFT - Account Update	13,281	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,458	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	46	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	13	13	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

JULY

2011

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 62,484	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	148,750	250	0	0%	N/A	N/A	N/A
Borrower Contacts	82,790	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	7,713	100	0	0%	N/A	N/A	N/A
Correspondence	1,412	1,412	0	0%	N/A	N/A	N/A
Delinquent Accounts	43	43	0	0%	N/A	N/A	N/A
AWG Accounts	24	24	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	61	61	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	186	186	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	770	770	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	24,818	3500	0	0%	N/A	N/A	N/A
Death Resolutions	82	82	0	0%	N/A	N/A	N/A
Disability Resolutions	80	80	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	42	42	0	0%	N/A	N/A	N/A
EFT - Account Update	10,900	250	0	0%	N/A	N/A	N/A
EFT - Billing	2,251	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	46	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 0	217	0	0%	N/A	N/A	N/A
Accounts in Suspense	3	3	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 66,653	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	193,343	250	0	0%	N/A	N/A	N/A
Borrower Contacts	114,972	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	11,032	100	0	0%	N/A	N/A	N/A
Correspondence	1,609	1,609	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	40	40	0	0%	N/A	N/A	N/A
AWG Accounts	35	35	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	74	74	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	846	846	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	14,896	3500	0	0%	N/A	N/A	N/A
Death Resolutions	159	159	0	0%	N/A	N/A	N/A
Disability Resolutions	111	111	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	63	63	0	0%	N/A	N/A	N/A
EFT - Account Update	9,013	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,388	100	0	0%	N/A	N/A	N/A
EFT - Returns	629	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	254	254	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 68,227	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	259,623	250	0	0%	N/A	N/A	N/A
Borrower Contacts	156,315	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	11,026	100	0	0%	N/A	N/A	N/A
Correspondence	1,592	1,592	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	44	44	0	0%	N/A	N/A	N/A
AWG Accounts	1,192	1,192	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	39	39	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	203	203	0	0%	N/A	N/A	N/A
LVCs	47	47	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	553	553	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	27	27	0	0%	N/A	N/A	N/A
Letters Generated	17,872	3500	0	0%	N/A	N/A	N/A
Death Resolutions	186	186	0	0%	N/A	N/A	N/A
Disability Resolutions	110	110	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	60	60	0	0%	N/A	N/A	N/A
EFT - Account Update	11,747	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,505	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	247	247	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 68,227	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	272,628	250	0	0%	N/A	N/A	N/A
Borrower Contacts	157,870	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	10,493	100	0	0%	N/A	N/A	N/A
Correspondence	1,632	1,632	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	52	52	0	0%	N/A	N/A	N/A
AWG Accounts	226	226	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	44	44	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	149	149	0	0%	N/A	N/A	N/A
LVCs	53	53	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	486	486	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	155	155	0	0%	N/A	N/A	N/A
Letters Generated	11,643	3500	0	0%	N/A	N/A	N/A
Death Resolutions	121	121	0	0%	N/A	N/A	N/A
Disability Resolutions	110	110	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	56	56	0	0%	N/A	N/A	N/A
EFT - Account Update	9,771	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,171	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	2,889	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	249	249	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 70,238	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	253,988	250	0	0%	N/A	N/A	N/A
Borrower Contacts	153,352	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	10,832	100	0	0%	N/A	N/A	N/A
Correspondence	1,201	1,201	0	0%	N/A	N/A	N/A
Delinquent Accounts	297	297	0	0%	N/A	N/A	N/A
AWG Accounts	0	0	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	38	38	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	208	208	0	0%	N/A	N/A	N/A
LVCs	43	43	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	660	660	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	145	145	0	0%	N/A	N/A	N/A
Letters Generated	22,490	3500	0	0%	N/A	N/A	N/A
Death Resolutions	62	62	0	0%	N/A	N/A	N/A
Disability Resolutions	81	81	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	34	34	0	0%	N/A	N/A	N/A
EFT - Account Update	12,709	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,513	100	0	0%	N/A	N/A	N/A
EFT - Returns	32,506	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	0	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	60	60	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 78,442	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	228,889	250	0	0%	N/A	N/A	N/A
Borrower Contacts	138,135	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	10,489	100	0	0%	N/A	N/A	N/A
Correspondence	1,786	1,786	0	0%	N/A	N/A	N/A
Delinquent Accounts	(b)(4) 51	51	0	0%	N/A	N/A	N/A
AWG Accounts	30	30	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	43	43	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	109	109	0	0%	N/A	N/A	N/A
LVCs	16	16	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	(b)(4) 1,147	1,147	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	39	39	0	0%	N/A	N/A	N/A
Letters Generated	19,195	3500	0	0%	N/A	N/A	N/A
Death Resolutions	84	84	0	0%	N/A	N/A	N/A
Disability Resolutions	75	75	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	71	71	0	0%	N/A	N/A	N/A
EFT - Account Update	13,639	250	0	0%	N/A	N/A	N/A
EFT - Billing	2,153	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 1,825	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	60	60	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 81,146	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	244,007	250	0	0%	N/A	N/A	N/A
Borrower Contacts	143,639	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	10,385	100	0	0%	N/A	N/A	N/A
Correspondence	1,127	1,127	0	0%	N/A	N/A	N/A
Delinquent Accounts	81	81	0	0%	N/A	N/A	N/A
AWG Accounts	0	0	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	46	46	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	32	32	0	0%	N/A	N/A	N/A
LVCs	31	31	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	(b)(4) 1,130	1,130	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	122	122	0	0%	N/A	N/A	N/A
Letters Generated	16,986	3500	0	0%	N/A	N/A	N/A
Death Resolutions	42	42	0	0%	N/A	N/A	N/A
Disability Resolutions	31	31	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	50	50	0	0%	N/A	N/A	N/A
EFT - Account Update	9,890	250	0	0%	N/A	N/A	N/A
EFT - Billing	1,871	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 446	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	58	58	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 82,697	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	284,249	250	0	0%	N/A	N/A	N/A
Borrower Contacts	167,682	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	12,122	100	0	0%	N/A	N/A	N/A
Correspondence	1,129	1,129	0	0%	N/A	N/A	N/A
Delinquent Accounts	45	45	0	0%	N/A	N/A	N/A
AWG Accounts	258	258	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	41	41	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	17	17	0	0%	N/A	N/A	N/A
LVCs	14	14	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	1,258	1,258	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	101	101	0	0%	N/A	N/A	N/A
Letters Generated	15,143	3500	0	0%	N/A	N/A	N/A
Death Resolutions	78	78	0	0%	N/A	N/A	N/A
Disability Resolutions	108	108	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	79	79	0	0%	N/A	N/A	N/A
EFT - Account Update	12,396	250	0	0%	N/A	N/A	N/A
EFT - Billing	2,345	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	525	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	1	1	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 32,272	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	255,637	250	0	0%	N/A	N/A	N/A
Borrower Contacts	150,087	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	9,916	100	0	0%	N/A	N/A	N/A
Correspondence	902	902	0	0%	N/A	N/A	N/A
Delinquent Accounts	94	94	0	0%	N/A	N/A	N/A
AWG Accounts	309	309	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	47	47	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	4	4	0	0%	N/A	N/A	N/A
LVCs	12	12	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	1,010	1,010	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	222	222	0	0%	N/A	N/A	N/A
Letters Generated	11,877	3500	0	0%	N/A	N/A	N/A
Death Resolutions	60	60	0	0%	N/A	N/A	N/A
Disability Resolutions	47	47	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	24	24	0	0%	N/A	N/A	N/A
EFT - Account Update	10,205	250	0	0%	N/A	N/A	N/A
EFT - Billing	2,046	100	0	0%	N/A	N/A	N/A
EFT - Returns	52,629	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 650	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	1	1	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 70,744	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	289,270	250	0	0%	N/A	N/A	N/A
Borrower Contacts	176,589	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	11,872	100	0	0%	N/A	N/A	N/A
Correspondence	1,072	1,072	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	185	185	0	0%	N/A	N/A	N/A
AWG Accounts	531	531	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	50	50	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,164	1,164	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	180	180	0	0%	N/A	N/A	N/A
Letters Generated	38,283	3500	0	0%	N/A	N/A	N/A
Death Resolutions	58	58	0	0%	N/A	N/A	N/A
Disability Resolutions	50	50	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	48	48	0	0%	N/A	N/A	N/A
EFT - Account Update	30,792	250	0	0%	N/A	N/A	N/A
EFT - Billing	3,053	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	626	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	1	1	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 78,187	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	303,369	250	0	0%	N/A	N/A	N/A
Borrower Contacts	188,618	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	10,703	100	0	0%	N/A	N/A	N/A
Correspondence	1,092	1,092	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	139	139	0	0%	N/A	N/A	N/A
AWG Accounts	1,089	1,089	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	40	40	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,240	1,240	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	224	224	0	0%	N/A	N/A	N/A
Letters Generated	56,497	3500	0	0%	N/A	N/A	N/A
Death Resolutions	77	77	0	0%	N/A	N/A	N/A
Disability Resolutions	61	61	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	45	45	0	0%	N/A	N/A	N/A
EFT - Account Update	33,211	250	0	0%	N/A	N/A	N/A
EFT - Billing	2,848	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	539	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	1	1	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	b)(4) 73,641	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	249,582	250	0	0%	N/A	N/A	N/A
Borrower Contacts	155,831	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	8,328	100	0	0%	N/A	N/A	N/A
Correspondence	1,057	1,057	0	0%	N/A	N/A	N/A
Delinquent Accounts	192	192	0	0%	N/A	N/A	N/A
AWG Accounts	897	897	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	40	40	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	1,156	1,156	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	258	258	0	0%	N/A	N/A	N/A
Letters Generated	55,064	3500	0	0%	N/A	N/A	N/A
Death Resolutions	64	64	0	0%	N/A	N/A	N/A
Disability Resolutions	87	87	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	55	55	0	0%	N/A	N/A	N/A
EFT - Account Update	9,166	250	0	0%	N/A	N/A	N/A
EFT - Billing	2,821	100	0	0%	N/A	N/A	N/A
EFT - Returns	11,942	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	b)(4) 498	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

COAST PROFESSIONAL, INC.

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 92,912	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	263,105	250	0	0%	N/A	N/A	N/A
Borrower Contacts	171,859	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	13,194	100	0	0%	N/A	N/A	N/A
Correspondence	1,260	1,260	0	0%	N/A	N/A	N/A
Delinquent Accounts	241	241	0	0%	N/A	N/A	N/A
AWG Accounts	720	720	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	65	65	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	(b)(4) 1,472	1,472	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	145	145	0	0%	N/A	N/A	N/A
Letters Generated	48,357	3500	0	0%	N/A	N/A	N/A
Death Resolutions	71	71	0	0%	N/A	N/A	N/A
Disability Resolutions	76	76	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	73	73	0	0%	N/A	N/A	N/A
EFT - Account Update	23,293	250	0	0%	N/A	N/A	N/A
EFT - Billing	3,628	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 24	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 86,357	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	250,582	250	0	0%	N/A	N/A	N/A
Borrower Contacts	177,200	150	0	0%	N/A	N/A	N/A
Borrower Call-Ins	13,775	100	0	0%	N/A	N/A	N/A
Correspondence	1,903	1,903	0	0%	N/A	N/A	N/A
Delinquent Accounts	180	180	0	0%	N/A	N/A	N/A
AWG Accounts	560	560	0	0%	N/A	N/A	N/A
Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	75	75	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	1,505	1,505	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	532	532	0	0%	N/A	N/A	N/A
Letters Generated	32,358	3500	0	0%	N/A	N/A	N/A
Death Resolutions	53	53	0	0%	N/A	N/A	N/A
Disability Resolutions	73	73	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	24	24	0	0%	N/A	N/A	N/A
EFT - Account Update	16,226	250	0	0%	N/A	N/A	N/A
EFT - Billing	3,835	100	0	0%	N/A	N/A	N/A
EFT - Returns	0	0	0	0%	N/A	N/A	N/A
Accounts Recalled by ED	(b)(4) 256	0	0	0%	N/A	N/A	N/A
Accounts in Suspense	0	0	0	0%	N/A	N/A	N/A

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 94,722	150	0	0%	N/A	N/A	N/A
Phone Calls Attempted	274,437	250	0	#N/A	N/A	N/A	N/A
Borrower Contacts	194,992	150	0	#N/A	N/A	N/A	N/A
Borrower Call-Ins	12,271	100	0	#N/A	N/A	N/A	N/A
Correspondence	1,325	1,325	0	#N/A	N/A	N/A	N/A
Delinquent Accounts	181	181	0	#N/A	N/A	N/A	N/A
AWG Accounts	1,140	1,140	0	#N/A	N/A	N/A	N/A
Litigation Packages	0	0	0	#N/A	N/A	N/A	N/A
Compromises Offered	55	55	0	#N/A	N/A	N/A	N/A
Consolidations Offered	0	0	0	#N/A	N/A	N/A	N/A
ICRP Cons. Offered	0	0	0	#N/A	N/A	N/A	N/A
LVCs	0	0	0	#N/A	N/A	N/A	N/A
Rehabilitation's Offered	1,287	1,287	0	#N/A	N/A	N/A	N/A
Rehabilitation's Submitted	335	335	0	#N/A	N/A	N/A	N/A
Letters Generated	50,559	3500	0	#N/A	N/A	N/A	N/A
Death Resolutions	49	49	0	#N/A	N/A	N/A	N/A
Disability Resolutions	134	134	0	#N/A	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	#N/A	N/A	N/A	N/A
Incarcerations	47	47	0	#N/A	N/A	N/A	N/A
EFT - Account Update	23,526	250	0	#N/A	N/A	N/A	N/A
EFT - Billing	3,526	100	0	#N/A	N/A	N/A	N/A
EFT - Returns	12,002	0	0	#N/A	N/A	N/A	N/A
Accounts Recalled by ED	117	0	0	#N/A	N/A	N/A	N/A
Accounts in Suspense	0	0	0	#N/A	N/A	N/A	N/A