

ED MONTHLY REPORT  
AG583  
April 2010

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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May 2010

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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June 2010

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(7)(A)
Balance Review	(b)(7)(A)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(7)(A)						
AWG Accounts						
(b)(7)(A)						
LVCs						
(b)(7)(A)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(7)(A)						

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July 2010

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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August 2010

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

ED MONTHLY REPORT  
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September 2010

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

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October 2010

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(7)
Balance Review	(b)(7)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(7)						
AWG Accounts						
(b)(7)						
LVCs						
(b)(7)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(7)						

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November 2010

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)						
(b)(4)						
(b)(4)						
LVCs						
(b)(4)						
(b)(4)						
Letters Generated						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						



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December 2010

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)						
(b) (4)						
LVCs						
(b) (4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b) (4)						

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January 2011

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)						
(b)(4)						
LVCs						
(b)(4)						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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February 2011

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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March 2011

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(7)
Balance Review	(b)(7)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
AWG Accounts						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						

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April 2011

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)						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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May 2011

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

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June 2011

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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July 2011

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



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August 2011

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

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September 2011

QC Sample	Total Number	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)					
(b)(4)					
LVCs					
(b)(4)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

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October 2011

QC Sample	Total Number	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)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

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November 2011

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

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December 2011

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)						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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January 2012

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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February 2012

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

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March 2012

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)						
(b)(4)						
LVCs						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						



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May 2012

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

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June 2012

QC Sample	Total Number	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)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

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July 2012

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(7)
Balance Review	(b)(7)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(7)						
AWG Accounts						
(b)(7)						
(b)(7)						
LVCs						
(b)(7)						
(b)(7)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(7)						

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August 2012

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action	(b)(6)
Balance Review	(b)(6)					
Phone Calls Attempted						
Borrower Contacts						
Borrower Call-Ins						
Correspondence						
(b)(6)						
AWG Accounts						
(b)(6)						
LVCs						
(b)(6)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(6)						

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September 2012

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						

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October 2012

QC Sample	Total Number	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)					
(b)(4)					
(b)(4)					
LVCs					
(b)(4)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

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November 2012

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)						
Death Resolutions						
Disability Resolutions						
Bankruptcy 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
Balance Review	(b)(7)				(b)(7)
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
(b)(7)					
AWG Accounts					
(b)(7)					
LVCs					
(b)(7)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(7)	(b)(7)				



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January 2013

QC Sample	Total Number	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)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(4)					

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February 2013

QC Sample	Total Number	Sample Size	Errors Found	Description of Errors	Corrective Action
Balance Review	(b)(7)				
Phone Calls Attempted					
Borrower Contacts					
Borrower Call-Ins					
Correspondence					
(b)(7)					
JAWG Accounts					
(b)(7)					
(b)(7)					
LVCs					
(b)(7)					
Death Resolutions					
Disability Resolutions					
Bankruptcy Resolutions					
Incarcerations					
EFT - Account Update					
EFT - Billing					
EFT - Returns					
(b)(7)					

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March 2013

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)						
(b)(4)						
LVCs						
(b)(4)						
(b)(4)						
Death Resolutions						
Disability Resolutions						
Bankruptcy Resolutions						
Incarcerations						
EFT - Account Update						
EFT - Billing						
EFT - Returns						
(b)(4)						