

Samantha Jones	Total Number	Sample Size	Errors Found # %		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 63,575	496	6	<1%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	462,658	311	24	8%	Did Not Maintain Call Control	Continued Quality Control and Training	Continued Quality Control and Training
					Other Prmt Options Not Offered		
					Did Not Explnd Program, AWG, TOPS, & LIT		
Borrower Contacts	12,826				N/A	N/A	N/A
Borrower Call-Ins	27,665				N/A	N/A	N/A
Correspondence	1,305	80	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	355				N/A	N/A	N/A
AWG Accounts	562	455	26	6%	T12 Not Sent To The Sme Addy Ts LTR Series	Continued Quality Control and Training	Continued Quality Control and Training
					Missing 2 POE LW/Skips		
					Letter Series Incomplete		
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
ED L140, 141 & 142 Not Correct							
(b)(4) Litigation Packages	53	9	2	22%	C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	59	59	1	2%	L102 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	149	79	6	8%	Demographic Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	106	106	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,068	135	61	45%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Autopays Not Documented		
30J/30H/31V/31U/31K Letters Not Sent							
Rehabilitation's Submitted	0	0	0	0%	N/A	N/A	N/A
Letters Generated	18,505				N/A	N/A	N/A
Death Resolutions	69	69	1	1%	L102 NOT UPDATED	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	78	78	1	1%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	11	11	0	0%	N/A	N/A	N/A
Incarcerations	66	66	4	6%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	33,773			<1%	N/A	N/A	N/A
EFT - Billing	2,444	N/A			N/A	N/A	N/A
EFT - Returns	170	N/A			N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	645	N/A			N/A	N/A	N/A
Accounts in Suspense	0	N/A			N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 56,192	214	3	1%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	56,089	122	20	16%	Did Not Maintain Call Control	Continued Quality Control and Training	Continued Quality Control and Training
					Other Pmt Options Not Offered		
					Did Not Explnd Program, AWG, TOPS, & LIT		
Borrower Contacts	6,478				N/A	N/A	N/A
Borrower Call-Ins	5,105				N/A	N/A	N/A
Correspondence	805	54	0	0%	N/A	N/A	N/A
Delinquent Accounts	1,263			0%	N/A	N/A	N/A
AWG Accounts	143	16	2	13%	Letter Series Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					ED L140, 141 & 142 Not Correct		
Litigation Packages	5	0			N/A	N/A	N/A
Compromises Offered	32	32	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0			N/A	N/A	N/A
ICRP Cons. Offered	17	12	2	17%	L103 Billing Not Updated	N/A	N/A
					30J/30H/31V/31U/31K Letters Not Sent		
LVCs	16	16	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	283	29	20	69%	Demographic Not Updated	Training reinforcement	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L102 Autopays Not Documented		
					L103 Billing Not Updated		
Rehabilitation's Submitted	131	82	11	13%	30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
					I103 Ref's not updated		
Letters Generated	6,703				Borr Not Notified of New Lender	N/A	N/A
Death Resolutions	15	15	1	7%	Name, SSN, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	16	16	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	9	9	0	0%	N/A	N/A	N/A
EFT - Account Update	20,589			<1%	N/A	N/A	N/A
EFT - Billing	1,815				N/A	N/A	N/A
EFT - Returns	45				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	15,971				N/A	N/A	N/A
Accounts in Suspense	0	N/A			N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 62,872	218	1	<1%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	385,158	459	67	15%	Did Not Maintain Call Control	Continued Quality Control and Training	Continued Quality Control and Training
					Other Pmt Options Not Offered		
					Did Not Explnd Program, AWG, TOPS, & LIT		
Borrower Contacts	13,098				N/A	N/A	N/A
Borrower Call-Ins	25,643				N/A	N/A	N/A
Correspondence	1,604	95	1	1%	ED System Not Documented	N/A	N/A
Delinquent Accounts	738				N/A	N/A	N/A
AWG Accounts	374	336	46	14%	T12 Not Sent To The Sme Addy Ts LTR Series	Continued Quality Control and Training	Continued Quality Control and Training
					Missing 2 POE LW/Skips		
					Letter Series Incomplete		
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
ED L140, 141 & 142 Not Correct							
(b)(4) Litigation Packages	54	54	2	4%	C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	70	70	0	0%	N/A	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	170	94	4	4%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					30J/30H/31V/31U/31K Letters Not Sent		
LVCs	109	109	5	5%	LVC Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					PRS Form Incorrect		
					FSA Calculator Incorrect		
(b)(4) Rehabilitation's Offered	798	146	75	51%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Autopays Not Documented		
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	22,209				N/A	N/A	N/A
Death Resolutions	52	52	1	2%	Name, SSN, BOB Does Not Match	N/A	N/A
Disability Resolutions	109	109	1	1%	1845 Incorrect	N/A	N/A
Bankruptcy Resolutions	6	6	0	0%	N/A	N/A	N/A
Incarcerations	66	66	4	6%	Name, SSN, BOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	116,818				N/A	N/A	N/A
EFT - Billing	2,179				N/A	N/A	N/A
EFT - Returns	5,668				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	531				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(7) 55,049	113	0	0%	N/A	N/A	N/A
Phone Calls Attempted	53,430	84	18	21%	Did Not Maintain Call Control Other Pmt Options Not Offered Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	5,150				N/A	N/A	N/A
Borrower Call-Ins	5,421				N/A	N/A	N/A
Correspondence	1,480	25	0	0%	N/A	N/A	N/A
(b)(7) Delinquent Accounts	5,472				N/A	N/A	N/A
AWG Accounts	116	104	17	16%	T12 Not Sent To The Sme Addy As LTR Series Letter Series Incomplete POE Not Verified/Doc'd On L102 L103 Not Updated ED L140, 141 & 142 Not Correct	Continued Quality Control and Training	Continued Quality Control and Training
Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	37	37	0	0%	N/A	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	18	6	1	17%	Demographic Not Updated Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	11	11	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	177	36	21	58%	Demographic Not Updated Did Not Explnd Program, AWG, TOPS, & LIT L102 Autopays Not Documented L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Training reinforcement Quality Control working with IT Dept to ensure billing and letters are processed correctly.	Continued Quality Control and Training
Rehabilitation's Submitted	94	68	6	9%	L103 Refs & Borr Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	7,140				N/A		
Death Resolutions	7	7	0	0%	N/A	N/A	N/A
Disability Resolutions	16	16	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	2	2	0	0%	N/A	N/A	N/A
Incarcerations	11	11	0	0%	N/A	N/A	N/A
EFT - Account Update	63,278				N/A	N/A	N/A
EFT - Billing	1,208				N/A	N/A	N/A
EFT - Returns	155				N/A	N/A	N/A
(b)(7) Accounts Recalled by ED	1,001				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	b)(4) 53,390	99	2	2%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	483,731	317	25	8%	Did Not Maintain Call Control	Continued Quality Control and Training	Continued Quality Control and Training
					Other Pmt Options Not Offered		
					Did Not Explnd Program, AWG, TOPS, & LIT		
Borrower Contacts	14,489				N/A	N/A	N/A
Borrower Call-Ins	31,991				N/A	N/A	N/A
Correspondence	1,928	95	1	1%	ED System Not Documented	N/A	N/A
Delinquent Accounts	332				N/A	N/A	N/A
AWG Accounts	716	58	20	34%	T12 Not Sent To The Sme Addy Ts LTR Series	Continued Quality Control and Training	Continued Quality Control and Training
					Missing 2 POE LW/Skips		
					Letter Series Incomplete		
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
ED L140, 141 & 142 Not Correct							
(b)(4) Litigation Packages	51	37	1	3%	Missing AKA from P-Note	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	49	49	4	8%	L102 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					L102 Not Doc Before CC post		
					30D/31O/31W/31X Letters Not Sent		
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	174	25	0		N/A	N/A	N/A
LVCs	136	140	2	1%	LVC Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					Manifest Incorrect		
(b)(4) Rehabilitation's Offered	951	38	31	82%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Autopays Not Documented		
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	16,647				N/A	N/A	N/A
Death Resolutions	21	21	0	0%	N/A	N/A	N/A
Disability Resolutions	100	100	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	4	4	0	0%	N/A	N/A	N/A
Incarcerations	104	104	4	4%	Did Not Stop Letters w/in 2 Days of Verification	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	36,670				N/A	N/A	N/A
EFT - Billing	2,047				N/A	N/A	N/A
EFT - Returns	21,194				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	16,375				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 38,518	53	1	2%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	24,622	84	17	20%	Did Not Maintain Call Control	Continued Quality Control and Training	Continued Quality Control and Training
					Other Prmt Options Not Offered		
					Did Not Explnd Program, AWG, TOPS, & LIT		
Borrower Contacts	4,469				N/A	N/A	N/A
Borrower Call-Ins	2,554				N/A	N/A	N/A
Correspondence	1,798	25	2	8%	ED System Not Documented	N/A	N/A
Delinquent Accounts	998				N/A	N/A	N/A
AWG Accounts	132	58	17	29%	T12 Not Sent To The Sme Addy As LTR Series	Continued Quality Control and Training	Continued Quality Control and Training
					Letter Series Incomplete		
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
					ED L140, 141 & 142 Not Correct		
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	28	28	1	4%	L102 Not Documented	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	17	1	0	0%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
LVCs	11	11	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	147	3	3	100%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					30J/30H/31V/31U Letters not Sent		
					L103 Billing Not Updated		
Rehabilitation's Submitted	130				N/A	N/A	N/A
Letters Generated	2,998				N/A	N/A	N/A
Death Resolutions	21	21	0	0%	N/A	N/A	N/A
Disability Resolutions	19	19	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	2	2	0	0%	N/A	N/A	N/A
Incarcerations	9	9	0	0%	N/A	N/A	N/A
EFT - Account Update	6,311				N/A	N/A	N/A
EFT - Billing	901				N/A	N/A	N/A
EFT - Returns	59				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	972				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found	Error Rate
Balance Review	(b)(4) 912	912	25	0%
Phone Calls Attempted	232,758	2000	0	0%
Borrower Contacts	1,010	N/A	0	0%
Borrower Call-Ins	32,586	N/A	0	0%
Correspondence	1,328	90	20	22%
Delinquent Accounts	177	30	9	30%
AWG Accounts	571	50	0	0%
Origination Packages	56	56	0	0%
Compromises Offered	21	21	0	0%
Consolidations Offered	N/A	N/A		
ICRP Cons. Offered	228	228	0	0%
LVCs	100	100	0	0%
Rehabilitation's Offered	(b)(4) 756	100	6	6%
Rehabilitation's Submitted	1	1	0	0%
Letters Generated	41,245	912	0	0%
Death Resolutions	152	152	4	4%
Disability Resolutions	118	118	19	16%
Bankruptcy Resolutions	7	7	0	0%
Incarcerations	60	60	1	0%
EFT - Account Update	5	5	0	0%
EFT - Billing	5	5	0	0%
EFT - Returns	34	34	0	0%
(b)(4) Accounts Recalled by ED	219	N/A		
Accounts in Suspense				

Description of Errors

(b)(4) off by more than 25.00 of Ed

/s not obtained,payment history,p-note not requested,collectors notes incomplete,home # not updated
obtained/requested,Untimely f/u on broken promise,No broken promise letter sent,No Poe info obt

Poe info not obtained

ity # on Death cert, Social security # on death cert doesn't match Ed, Need more info to verify is out
lore info,need correct home address,doctor's license # not attached/verified,App signed by two differe

L102 screen not documented by PCA

Corrective Action	
0)(4)	Balances corrected
	Collectors counseled
	Collectors counseled
	Collectors counseled to make sure all demographic info is obtained ,Poe info obtained
	led to make sure they document the L102,make sure they have enough proof of DOB and that DOB matches Ed's info,Accts submitted to c nt people.App date stamped prior to borrower signing app, qusion 2b not answered
	Processors counseled to make sure L102 is documented. L102 documented acct resubmitted
	Processors counseled to make sure correct header/trans # is used,File resubmitted

Preventive Measure
Continue Qc reviews
Continue Qc reviews
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Continue Qc reviews

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 75,398	245	11	4%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	413,527	385	55	14%	Did Not Explnd Program, AWG, TOPS, & LIT Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	13,840				N/A	N/A	N/A
Borrower Call-Ins	25,052				N/A	N/A	N/A
Correspondence	1,662	98	1	1%	ED Sysrem Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	538				N/A	N/A	N/A
AWG Accounts	514	27	5	19%	POE Not Verified/Doc'd On L102	Continued Quality Control and Training	Continued Quality Control and Training
					L103 Not Updated		
					Letter Series Incomplete		
					Lst POE LW less than 5 Days of Activation T12 Not Sent To The Sme Addy Ts LTR Series		
(b)(4) Litigation Packages	48	48	1	2%	Missing AKA from P-Note	Continued Quality Control and Training	Continued Quality Control and Training
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	149	63	5	8%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT 30J/30H/31K Letters Not Sent		
LVCs	95	95	7	7%	Manifest Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					Loan App Incorrect		
					Tax Form Incorrect		
					ED Sysrem Not Documented		
(b)(4) Rehabilitation's Offered	901	84	38	45%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT L103 Billing Not Updated		
					L102 Autopays Not Documented		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	42	0	0	0%	N/A	N/A	N/A
Letters Generated	25,391				N/A	N/A	N/A
Death Resolutions	110	110	0	0%	N/A	N/A	N/A
Disability Resolutions	82	82	6	7%	Incomplete 1845	Continued Quality Control and Training	Continued Quality Control and Training
					Missing Explanation Form		
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	52	52	2	4%	Did Not Stop Letters w/in 2 Days of Verification	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	32,480				N/A	N/A	N/A
EFT - Billing	2,893				N/A	N/A	N/A
EFT - Returns	3,781				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	381				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 37,906	73	1	1%	>\$25 Discrepancy	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	3,397	14	7	50%	Did Not Maintain Call Control	Continued Quality Control and Training	Continued Quality Control and Training
					Other Prmt Options Not Offered		
					Did Not Explnd Program, AWG, TOPS, & LIT		
Borrower Contacts	3,479				N/A	N/A	N/A
Borrower Call-Ins	519				N/A	N/A	N/A
Correspondence	679	41	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	1,135				N/A	N/A	N/A
AWG Accounts	208	14	11	79%	POE Not Verified/Doc'd On L102	Continued Quality Control and Training	Continued Quality Control and Training
					POE Verification Expired		
					ED L140, 141 & 142 Not Correct		
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	14	14	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	5	5	0	0%	N/A	N/A	N/A
LVCs	14	14	3	0%	Manifest Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					Loan App Incorrect		
(b)(4) Rehabilitation's Offered	138	18	15	83%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L102 Autopays Not Documented		
					30J/30H/31V/31U Letters not Sent		
					L103 Billing Not Updated		
Rehabilitation's Submitted	97	0	0	0%	N/A	N/A	N/A
Letters Generated	2,117				N/A	N/A	N/A
Death Resolutions	1	1	0	0%	N/A	N/A	N/A
Disability Resolutions	18	18	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	2	2	0	0%	N/A	N/A	N/A
Incarcerations	1	1	0	0%	N/A	N/A	N/A
EFT - Account Update	3,051				N/A	N/A	N/A
EFT - Billing	1,090				N/A	N/A	N/A
EFT - Returns	7				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	589				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 259	125	0	0%	N/A	N/A	N/A
Phone Calls Attempted	427,064	103	47	46%	Did Not Explnd Program, AWG, TOPS, & LIT Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	16,709				N/A	N/A	N/A
Borrower Call-Ins	32,651				N/A	N/A	N/A
Correspondence	1,976	84	3	4%	ED System Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	673				N/A	N/A	N/A
AWG Accounts	615	269	162	60%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					POE Not Verified W/In 30 Days of Activation		
					L103 Not Updated		
					L140, L141, L142 Incorrect		
					Lst POE LW less than 5 Days of Activation		
					Letter Series Incomplete		
T12 Not Sent To The Sme Addy Ts LTR Series							
(b)(4) Litigation Packages	38	38	4	11%	P-note Not Stamped And/Or Signed C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
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	226	40	5	13%	Demographic Not Updated L103 Billing Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	115	115	8	7%	Manifest Incorrect LVC Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	1,237	104	53	51%	Demographic Not Updated Did Not Explnd Program, AWG, TOPS, & LIT L103 Billing Not Updated L102 Autopays Not Documented 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	61	16	1	6%	L103 Ref's And Borr Info Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	24,530				N/A	N/A	N/A
Death Resolutions	113	113	0	0%	N/A	N/A	N/A
Disability Resolutions	102	102	1	1%	Missing Explanation Form	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	55	55	3	5%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	44,170				N/A	N/A	N/A
EFT - Billing	2,771				N/A	N/A	N/A
EFT - Returns	244				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	879				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

Performance

	Last Month (July)		Current Month (August)		Projected Next Month (September)		Year to Date (Jan10 through Dec10)	
Regular Dollars Collected	\$1,239,442.92		\$1,437,031.75		\$1,698,879.00		\$8,582,551.97	
FFEL Consolidation	\$0.00		\$0.00		\$0.00		\$254,449.78	
Direct Loan Consolidation	\$1,238,380.07		\$1,406,508.37		\$967,165.71		\$10,429,753.00	
FFEL & NDSL Rehabilitation	\$85,527.49		\$443,921.91		\$448,304.26		\$529,449.40	
Direct Loan Rehabilitation	\$544,982.93		\$4,759,769.81		\$4,701,197.16		\$5,304,752.74	
Administrative	#	249	#	208	#	261	#	1,296
	\$	\$2,238,588.90	\$	\$1,491,755.70	\$	\$3,424,507.58	\$	\$11,380,500.46
Litigation	#	41	#	35	#	37	#	159
	\$	\$941,059.35	\$	\$674,481.78	\$	\$1,691,622.01	\$	\$4,154,573.94
AWG Initiated	#	514	#	615	#	660	#	4,561
	\$	\$7,206,458.00	\$	\$3,190,660.00	\$	\$3,424,123.00	\$	\$76,686,911.00
Volume of UNL/INA Returns	#	0	#	0	#	33,336	#	21,521
	\$	\$0.00	\$	\$0.00	\$	\$456,728,378.75	\$	\$29,403,356.42

Repayment Account Activity

	Last Month (July)		Current Month (August)		Projected Next Month (September)	
Accounts in Regular Repayment	#	5475	#	5620	#	5950
	\$	\$90,495,486.79	\$	\$90,522,709.49	\$	\$92,987,633.73
Accounts in VPY	#	316	#	404	#	450
	\$	\$5,308,231.11	\$	\$6,471,834.81	\$	\$7,190,887.46
Accounts in GAR	#	801	#	883	#	1020
	\$	\$16,640,181.00	\$	\$17,438,770.81	\$	\$20,892,310.59
Average Regular Payment Agreement	\$169.54		\$168.85		\$169.00	
Average Garnishment Account Payment	\$124.80		\$130.38		\$125.00	

Contract Staff

Position	Current Month	In Training	Recruiting	Projected Next Month
Contract Administrator	1	0	0	1
Vice-President of Operations	1	0	0	1
Div Mgrs and Production Mgrs	2	0	0	2
Production Managers	24	0	0	24
Compl. Ofc./Admin. Mgr./Trainer/HR	11	0	0	11
Collectors	186	16	0	202
Admin. Staff	9	0	0	9
IT Support Staff	1	0	0	0
Subcontractor Staff	8	0	0	0
Total Staffing	243	16	0	250

Transfer Impact Analysis

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

Training Conducted

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

Documents Sent to COR during the Month

none

Problems

Problem or Issue:

Our system was not processing employment data files properly.

Impact:

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

Solution:

Our IT team was informed and they patched the system issue

Preventive Measures:

Continued monitoring of the process.

New Initiatives

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

UIS Department of Education

Complaint Log

Complaints

SSN	AGENCY	DATES	FILED ON	COMPLAINT ISSUE	RESPONSE	PREVENTATIVE MEASURES
264-67-6809	586		2-Aug	Borrower gave checking information over the phone. PCA was suppose to hold the check over the weekend but the check was cashed.	We admit the allegation. The check was mistakenly taken out of the hold status, which caused the check to run early.	A coaching record along with additional phone reviews will be completed on the representative.
049-50-7413	586		29-Jul	Borrower states account Rep claimed to be from the federal government. Borrower states the Rep kept calling asking for HR and asking if calls were being recorded.	We admit the Rep was unclear on identifying GC Services. Two calls were made to the borrower's payroll. The first call to payroll was to verify borrower by full name and SSN and that borrower was a full time employee, the second went to voicemail; however no message was left. The borrower is employed in human resources and calls were made in an attempt to contact the borrower directly. Ms Coleman spoke to an UIM who works in HR and at that time she asked if the UIM's calls were being recorded. These actions were appropriate.	A coaching record along with additional phone reviews will be completed on the representative.
527-11-2156	586		9-Aug	Borrower believes attempted contacts were made to gain access to her SSN by sending a letter that states to remit payment and put SSN on the payment as part of a scam. Borrower states numerous phone calls were made to gain access to her SSN as part of a scam.	We deny the allegation. We requested the SSN for identification purposes so that the payment is applied to the proper account. We request the last four digits of the SSN for identification information so that we can properly identify the borrower.	A coaching record along with additional phone reviews will be completed on the representative.
456-27-4570	586		9-Aug	GC Services Rep discussed borrower's garnishment account with someone outside of payroll. GC Services yelled at borrower.	We deny the allegation. When we asked for payroll we were informed that Ms. Tinkle was the person we needed to speak with for verification. We asked to speak to another person. Ms. Tinkle was yelling at our Rep.	A coaching record along with additional phone reviews will be completed on the representative.
471-23-3535	586		11-Aug	We have called the last 3 years looking for another person.	We deny the allegation. While we did call looking for the other person we have only had this account since January, 2010 and we have removed the telephone number from our system.	A coaching record along with additional phone reviews will be completed on the representative.
383-82-0690	586		12-Aug	PCA contacting the wrong person.	We admit that we contacted Mr. Tucker. He informed us that we was not the proper party and we immediately removed all contact information from our system. We handled this contact pursuant to our guidelines.	A coaching record along with additional phone reviews will be completed on the representative.
339-58-6188	586		12-Aug	Rep Dawn Marie Simpson misrepresented herself to third parties to obtain information about the borrower.	We deny the allegation. There is no supporting documents to specifically refute the allegation and the Rep has no specific recall of the conversation due to the extended period of time between the call and the date of the complaint.	A coaching record along with additional phone reviews will be completed on the representative.
116-58-6824	586		19-Aug	GC Services has been contacting her mother.	We would state that we contacted the mother for location purposes only. No information about the account was conveyed to the mother. This is neither illegal nor against the ED guidelines. We have removed the mother's telephone number from our system.	A coaching record along with additional phone reviews will be completed on the representative.
293-80-3583	586		19-Aug	PCA gave account information to third party	We deny the allegation. As required by law, we gave the company name when requested. We did not discuss the nature of the call or account with third party.	A coaching record along with additional phone reviews will be completed on the representative.
579-84-6433	586		20-Aug	PCA continued to contact the borrower after receiving a cease and desist letter.	We deny the allegation. We show no record of receiving such request and borrower did not make a verbal request.	A coaching record along with additional phone reviews will be completed on the representative.
550-45-6241	586		17-Aug	PCA continued to call his telephone number after being told that he was not the proper party.	We admit the allegation. The Rep removed the telephone numbers but did not properly status the number so the number could not be called. We have retained the Rep and Disciplined the manager responsible to monitor the status. We apologize to Mr. Eberhard for the inconvenience.	A coaching record along with additional phone reviews will be completed on the representatives.
316-84-9842	586		26-Aug	PCA is being unreasonable.	We deny the allegation. Our documentation clearly shows that all available options were presented to borrower. We followed ED guidelines.	A coaching record along with additional phone reviews will be completed on the representatives.

ED Contract Staffing

SENIOR MANAGEMENT STAFF				
Name	Employed	Position & Security Level Status	Separated	E-Qip Release Date
Hopkins, Gary	06/11/07	EVP of Operations/Submitted 6C		04/13/09
Van De Ryt, Virginia	06/18/07	VP of Operations/Submitted 6C		03/10/09
Barnes, Jay	06/01/84	Dir of Bus. Dev./Submitted 5C		01/28/05
Gentry, Brian	10/27/97	GM of Operations/Submitted 6C		04/13/09
Steward, Denver	02/26/97	GM of Operations/Submitted 5C		04/15/05
Watson, Jean	10/27/97	AVP of HR/Submitted 5C		01/28/05

PRODUCTION STAFF				
Name	Employed	Position & Security Level Status	Separated	E-Qip Release Date
Aguiniga, Diana	07/06/09	Manager/Submitted 5C		07/22/09
Alexander, Robby	03/01/10	Collector/Submitted 5C		03/11/10
Allman, Christina	10/06/08	Collector/Submitted 5C		01/15/07
Austin, Holly	03/29/10	Collector/Submitted 5C		04/07/10
Ayers, Christopher	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Bashford, Koty	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Beaudis, Danille	01/10/05	Collector/Submitted 5C		03/12/07
Begley, Tony	02/01/10	Collector/Submitted 5C		02/12/10
Beets, Tabatha	03/03/08	Collector/Submitted 5C		03/25/08
Black, Travis	07/26/10	Collector/Submitted 5C		08/06/10
Bolton, Troy	07/26/10	Collector/Submitted 5C		08/06/10
Brager, Darrin	03/01/10	Collector/Submitted 5C		03/11/10
Branam, Kalli	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Brown, Ebony	07/19/10	Collector/Submitted 5C		07/23/10
Brown, Robert	04/06/10	Collector/Submitted 5C		04/09/10
Bruce, Laura	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Burgess, Grace	02/12/07	Collector/Submitted 5C		02/19/07
Byrne, Timothy	06/03/09	Collector/Submitted 5C		06/23/09
Carter, DeJau	08/02/10	Collector/Submitted 5C		08/06/10
Carpenter, Ashley	07/26/10	Collector/Submitted 5C		08/09/10
Clark, Jennifer	07/02/07	Manager/Submitted 5C		07/27/07
Cohen, Jason	10/12/09	Collector/Submitted 5C		11/05/09
Cole, Lisa	01/04/10	Collector/Submitted 5C		01/26/10
Coleman, Anita	08/03/09	Collector/Submitted 5C		08/18/09
Collins, Jessica	07/06/09	Collector/Submitted 5C		07/22/09
Collins, Sara	07/19/10	Collector/Submitted 5C		07/22/10
Combs, Susan	04/07/08	Collector/Submitted 5C		04/21/08
Copeland, Brittney	03/01/10	Collector/Submitted 5C		03/11/10
Copeland, Nijah	08/02/10	Collector/Submitted 5C		08/11/10
Crosby, Tiffany	02/16/09	Collector/Submitted 5C	08/17/10	04/24/09
Cutshaw, Robin	11/16/09	Collector/Submitted 5C		12/04/09
Dameron, James	05/24/10	Collector/Submitted 5C		06/08/10
Davis, Lisa	06/21/10	Collector/Submitted 5C		06/24/10
Davis, Travis	06/09/08	Collector/Submitted 5C		06/27/08
Dellveneri, Michael	07/26/10	Collector/Submitted 5C		08/06/10
Dishman, Chad	08/31/10	Collector/Submitted 5C		initiated 9/1/10
Donaldson, Sandra	10/10/05	Collector/Submitted 5C		10/20/05
Dorsey, Pearl	05/03/10	Collector/Submitted 5C		05/13/10
Dykes, Nikki	04/06/10	Collector/Submitted 5C	09/01/10	04/14/10
Edwards, Alexis	02/01/10	Collector/Submitted 5C		02/10/10
Elswick, Deborah	05/03/10	Collector/Submitted 5C	09/01/10	05/13/10
Featherstone, Christopher	01/18/10	Collector/Submitting 5C		01/26/10
Fernandez, Lisandra	11/16/09	Collector/Submitted 5C		12/14/09
Fife, Geoffrey	05/27/08	Manager/Submitted 5C		06/26/08
Fisher, Daniel	05/10/10	Collector/Submitted 5C		05/20/10
Flood, Sequeoia	08/30/10	Collector/Submitted 5C		initiated 9/2/10
Freeman, Anna	06/01/10	Collector/Submitting 5C		06/08/10
Fubara, Idawari	06/21/10	Collector/Submitted 5C		06/25/10
Galstyan, Armine	10/12/09	Collector/Submitted 5C		10/28/09
Gause, William	07/06/09	Collector/Submitted 5C		07/17/09
Gillespie, Sammye	09/02/08	Collector/Submitted 5C		12/26/08

Goodwin, Amy	01/04/10	Collector/Submitting 5C		01/08/10
Graves, Eric	10/06/03	Manager/Submitted 5C		04/13/05
Graves, Shanelle	09/02/08	Collector/Submitted 5C		10/13/08
Greeson, David	09/02/08	Collector/Submitted 5C		09/10/08
Griffin, Larry	05/16/05	Collector/Submitted 5C		05/13/05
Griffin, Sherrie	05/29/02	Manager/Submitted 5C		01/15/05
Hale, Arielle	06/21/10	Collector/Submitted 5C		06/25/10
Hall, Albert	08/16/10	Collector/Submitted 5C		08/20/10
Hammontree, Casey	01/04/10	Collector/Submitted 5C		01/26/10
Hardimon, Delmund	12/30/03	Manager/Submitted 5C		02/17/09
Hardin, Justin	05/14/07	Collector/Submitted 5C		11/19/07
Harris, Darrell	03/29/10	Collector/Submitted 5C		04/07/10
Harris, Shannon	05/10/10	Collector/Submitted 5C		05/20/10
Hague, Taiwianna	05/24/10	Collector/Submitted 5C		06/07/10
Harris, Patrick	08/30/10	Collector/Submitted 5C		initiated 9/2/10
Harvey, Dawon	07/19/10	Collector/Submitted 5C		07/23/10
Hawes, Shida	06/01/10	Collector/Submitting 5C		06/08/10
Hayes, Shanquetta	08/30/10	Collector/Submitted 5C		initiated 9/2/10
Hill, Andrea	03/01/10	Collector/Submitted 5C		03/11/10
Hill, Darrin	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Hill, Derek	07/26/04	Manager/Submitted 5C		04/13/05
Hockaday, Jeremy	08/02/10	Collector/Submitted 5C		08/06/10
Hogan, Robert	04/05/10	Collector/Submitted 5C		04/09/10
Humphrey, Sherrie	01/09/06	Manager/Submitted 5C		03/12/07
Ingram, Vincent	09/22/08	Collector/Submitted 5C		11/14/08
Isabell, Amber	04/07/08	Collector/Submitted 5C		04/21/08
Jackson-Sasser Tonya	05/03/10	Collector/Submitted 5C		05/13/10
James, Jordan	12/07/09	Collector/Submitted 5C		12/14/09
Jeffries, Lori	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Johnson, David	05/22/00	Manager/Submitted 5C		11/20/06
Johnson, Glenda	02/01/10	Collector/Submitted 5C		02/12/10
Johnson, James	08/16/10	Collector/Submitted 5C		08/20/10
Johnson, Jennifer	06/01/10	Collector/Submitting 5C		06/08/10
Jones, Michael	08/31/09	Collector/Submitted 5C	09/02/10	09/29/09
Julian, Barbara	05/03/10	Collector/Submitted 5C		05/13/10
Kendall-Frazier, Mindy	06/04/02	Collector/Submitted 5C		04/13/05
Keys, Ryan	01/04/10	Collector/Submitting 5C		01/08/10
Kington, Charlotte	09/05/06	Collector/Submitted 5C		09/18/06
Kirtley, Dana	06/01/10	Collector/Submitting 5C		06/08/10
Lambert, Richard	08/31/09	Collector/Submitted 5C		09/29/09
Lamkin, James	07/19/10	Collector/Submitted 5C	08/22/10	07/22/10
Lamping, Brandi	04/05/10	Collector/Submitted 5C		04/09/10
Laney, Nicholas	08/16/10	Collector/Submitted 5C		08/19/10
Lemasters, Gerald	06/07/10	Collector/Submitting 5C		06/24/10
Lawson, Brinda	06/01/10	Collector/Submitting 5C		06/08/10
Lewis, Christine	06/01/10	Collector/Submitting 5C	08/24/10	06/08/10
Lewis, Dante	07/26/10	Collector/Submitting 5C		reset requested
Little, Melissa	01/18/10	Collector/Submitting 5C		01/27/10
Llewellyn, Leanne	07/06/09	Collector/Submitted 5C		07/22/09
Mackey, Jeanette	05/29/07	Collector/Submitted 5C		11/15/07
Mackey, Shawn	12/07/09	Collector/Submitting 5C		12/21/09
Manson, JeBron	06/01/10	Collector/Submitting 5C		06/08/10
Maples, Jeremy	02/01/10	Collector/Submitted 5C		02/12/10
Martin, Ashley	03/01/10	Collector/Submitted 5C		03/11/10
Martin, Sharron	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Martirano, Michelle	06/01/09	Collector/Submitted 5C		06/23/09
Masteller, Jason	03/02/09	Collector/Submitted 5C		03/13/09
McCrosky, Deanna	11/02/09	Collector/Submitted 5C		11/09/09
McBee, Michael	02/02/09	Manager/Submitted 5C		02/27/09
McClendon, Marianne	04/26/10	Collector/Submitted 5C		05/06/10
McDonald, Kevin	04/06/09	Collector/Submitted 5C		04/27/09
McDuffee, Scott	08/02/10	Collector/Submitted 5C		08/06/10
McKee, Latonda	03/22/04	Collector/Submitted 5C		04/12/05
Melton, Bryan	04/05/10	Collector/Submitted 5C		04/09/10
Merriman, Callie	01/04/10	Collector/Submitted 5C		01/26/10

Moorer, Kenneth	03/02/09	Collector/Submitted 5C		04/24/09
Morgan, Philip	06/08/09	Collector/Submitted 5C		06/17/09
Morris, Brandy	10/16/06	Collector/Submitted 5C		12/15/06
Nelson, Daniel	04/05/10	Collector/Submitted 5C		04/16/10
Nelson, Kimberly	12/01/08	Collector/Submitted 5C		12/22/08
Nichols, Aaron	05/22/00	Manager/Submitted 5C		04/21/05
Nichols, Tamatha	03/12/07	Collector/Submitted 5C		03/26/07
Norris, Melody	03/01/10	Collector/Submitted 5C		03/11/10
Olsen, Marcus	02/01/10	Collector/Submitted 5C		02/12/10
Patterson, Brittany	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Pieper, Jacqueline	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Poplin, Tiffany	03/02/10	Collector/Submitted 5C		03/11/10
Price, Daquiri	04/13/09	Collector/Submitted 5C		04/21/09
Qualls, Ashley	06/14/04	Collector/Submitted 5C		04/13/05
Rankin, Alisha	07/26/10	Collector/Submitted 5C		08/06/10
Ray, Mary	04/12/10	Collector/Submitting 5C		05/14/10
Reagan, Peggy	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Rhoads, Belinda	09/09/02	Collector/Submitted 5C		04/12/05
Rice, Jeffrey	12/08/97	Manager/Submitted 5C		12/28/09
Robinson, Daryn	02/01/10	Collector/Submitted 5C		02/12/10
Roby, Cordarrel	06/01/10	Collector/Submitting 5C		06/08/10
Rodermund, John	10/12/09	Collector/Submitting 5C		03/22/10
Rose, Julia	10/12/09	Collector/Submitted 5C		10/27/09
Sanford, Abony	06/07/10	Collector/Submitted 5C	08/19/10	06/24/10
Saunders, Antwan	01/21/08	Collector/Submitted 5C		03/20/08
Schlosser, Wesley	10/06/03	Manager/Submitted 5C		04/13/05
Seals, Devona	08/09/04	Manager/Submitted 5C		12/29/09
Simpson, Dawn Marie	09/02/08	Collector/Submitted 5C		09/11/08
Simpson, William	08/02/10	Collector/Submitted 5C		08/10/10
Smith, Allen	06/15/09	Manager/Submitted 5C		07/22/09
Smith, Patsy	01/03/00	Collector/Submitted 5C		01/15/05
Smith, Susan	05/03/10	Collector/Submitted 5C		05/13/10
Sommers, Tracy	05/03/10	Collector/Submitted 5C		05/13/10
Stam, Christopher	08/31/10	Collector/Submitted 5C		initiated 9/1/10
Stancell, Tiffany	08/02/10	Collector/Submitted 5C		08/12/10
Steele, Heather	11/16/09	Collector/Submitted 5C		12/04/09
Stone, Richard	12/11/06	Manager/Submitted 5C		01/15/09
Strickenberger, Tiffany	02/07/05	Manager/Submitted 5C		04/14/10
Stubbs, Mike	04/21/08	Collector/Submitted 5C		06/27/08
Swain, Rebecca	05/03/10	Collector/Submitted 5C		05/13/10
Swayne, Brandon	08/21/06	Collector/Submitted 5C		11/03/06
Tarantino, Joseph	08/10/09	Manager/Submitted 5C		08/18/09
Taveras, Francine	04/13/09	Collector/Submitted 5C		04/21/09
Testa, Lesley	05/03/10	Collector/Submitted 5C		05/13/10
Thomas, Ruby Edwards	04/26/10	Collector/Submitting 5C		07/15/10
Thompson, Ronnie	07/19/10	Collector/Submitting 5C	08/18/10	07/22/10
Thorne, Brian	10/06/08	Manager/Submitted 5C		11/18/08
Townsend, Barbara	06/01/10	Collector/Submitting 5C		07/28/10
Trentham, Christopher	08/30/10	Collector/Submitted 5C		initiated 9/1/10
Turner, Brett	01/04/10	Collector/Submitted 5C	09/02/10	01/26/10
Ulmer, April	03/01/10	Collector/Submitted 5C		03/11/10
Varela, Justin	02/16/10	Collector/Submitted 5C		02/19/10
Walker, Jennifer	05/03/10	Collector/Submitted 5C		05/13/10
Walls, Melissa	05/03/10	Collector/Submitted 5C		05/13/10
Walters, Yulanda	04/12/10	Collector/Submitting 5C		05/14/10
Ward, Cedric	10/12/09	Collector/Submitting 5C	08/21/10	03/08/10
Welch, Stephani	08/03/09	Collector/Submitted 5C		09/10/09
Whitby, Kaysey	01/18/10	Collector/Submitting 5C		01/26/10
White, Monnie	08/16/10	Collector/Submitting 5C		08/20/10
White, Richard	05/12/08	Collector/Submitted 5C		06/11/08
Whitehead, Stacy	05/03/10	Collector/Submitted 5C		05/20/10
Williams, Dana	08/02/10	Collector/Submitted 5C		08/10/10
Williams, Daria	11/09/09	Collector/Submitted 5C		11/13/09
Williams, Jason	02/16/10	Collector/Submitted 5C		05/14/10
Wilson, Annie	07/26/10	Collector/Submitted 5C		08/06/10

Wilson, Marquita	03/01/10	Collector/Submitted 5C	08/31/10	03/04/10
Wilson Jr, Keith	08/02/10	Collector/Submitted 5C		08/12/10
Worley, Alec	07/26/10	Collector/Submitted 5C		08/06/10
Wright, Samantha	10/31/05	Collector/Submitted 5C		10/28/05
Yarnell, Christopher	10/30/00	Manager/Submitted 5C		12/29/09
Yates, Antoinette	02/01/10	Collector/Submitted 5C		02/12/10
Young, Christina	07/06/09	Collector/Submitted 5C		07/22/09

ADMINISTRATIVE & CLERICAL STAFF				
Name	Employed	Position & Security Level Status	Separated	E-Qip Release Date
Alkire, Amy	08/21/06	Gen Clk I/Submitted 5C		04/13/07
Allen, Corey	01/11/05	Manager/Submitted 5C		12/28/09
Allen, Steve	08/04/08	Gen Clk I/Submitted 5C		08/19/08
Allton, Michelle	05/15/06	Gen Clk I/Submitted 5C		01/15/07
Asia, BuffieMarie	06/01/09	Gen Clk I/Submitted 5C		06/23/09
Audette, Anthony	04/07/08	Gen Clk I/Submitted 5C		04/23/08
Bates, Teresa	10/04/04	Gen Clk I/Submitted 5C		12/29/09
Beeler, Crystal	07/26/10	Gen Clk I/Submitted 5C		08/06/10
Bolden, Ashley	08/04/08	Gen Clk I/Submitted 5C		02/28/05
Boling, Stephen	05/05/08	Gen Clk I/Submitted 5C		06/26/08
Bolton, Denise	08/13/07	Manager/Submitted 5C		08/31/07
Bowman, Bryan	09/02/08	Gen Clk I/Submitted 5C		09/08/08
Cates, Christopher	07/06/09	Gen Clk I/Submitted 5C		09/21/09
Ciaccia, Martha	08/31/98	Gen Clk I/Submitted 5C		12/22/09
Clark, Savannah	06/04/07	Gen Clk I/Submitted 5C		06/14/07
Claxton, Laurilee	02/13/06	Manager/Submitted 5C		06/18/06
Crass, Brandi	08/10/98	Manager/Submitted 5C		12/23/09
Creasman, Kimberly	07/06/09	Gen Clk I/Submitted 5C		07/23/09
Crenshaw, Starnisha	07/06/09	Gen Clk I/Submitted 5C		07/24/09
Crossen, Katherine	02/04/09	Gen Clk I/Submitted 5C		02/23/09
Cruze, Keri	03/13/06	Gen Clk I/Submitted 5C		06/28/06
Dotson, Trina	10/06/08	Gen Clk I/Submitted 5C		11/19/08
Ellison, Tonya	01/04/10	Gen Clk I/Submitted 5C		01/08/10
Fox, Brenda	08/04/08	Manager/Submitted 5C		10/16/09
Gallegos, Victoria	10/12/09	Gen Clk I/Submitted 5C		10/16/09
Goncalves, Carmen	09/02/08	Gen Clk I/Submitted 5C		09/08/08
Gonzalez, Emma	05/21/07	Gen Clk I/Submitted 5C		06/20/07
Green, Ryan	08/03/09	Gen Clk I/Submitted 5C		08/18/09
Hamlet, Sonya	03/10/03	Gen Clk I/Submitted 5C		06/03/05
Hayes, Carolyn	12/18/06	Gen Clk I/Submitted 5C		12/27/06
Heimlich, Jamie	09/05/06	Gen Clk I/Submitted 5C		10/02/06
Hewitt, Cary	01/30/06	Gen Clk I/Submitted 5C		06/13/06
Hillman, Steven	09/28/09	Gen Clk I/Submitted 5C		10/02/09
Hinton, Lyn	02/12/07	Gen Clk I/Submitted 5C		02/27/07
Holbert, Jeffrey	04/24/06	Gen Clk I/Submitted 5C		06/27/06
Jackson, Consuelo	03/02/09	Gen Clk I/Submitted 5C		03/25/09
Jefferson, Paulette	04/06/09	Gen Clk I/Submitted 5C		04/27/09
Jones, Laura	07/02/07	Gen Clk I/Submitted 5C		07/14/07
Lasch, Jacqueline	03/14/05	Gen Clk I/Submitted 5C		03/13/05
Lockard, Carol	06/13/94	Manager/Submitted 5C		04/12/05
McCullar, Susan	11/10/97	Gen Clk I/Submitted 5C		12/17/09
McRitchie, Shirley	03/30/98	Gen Clk I/Submitted 5C		12/22/09
Mills, Amanda	10/19/05	Gen Clk I/Submitted 5C		10/11/06
Nichols, Michelle	11/06/06	Gen Clk I/Submitted 5C		11/29/06
Nighbert Gould, Barbara	09/09/98	Gen Clk I/Submitted 5C		12/28/09
Robinson, Belinda	06/04/07	Gen Clk I/Submitted 5C		06/19/07
Robinson, Paulette	10/13/08	Gen Clk I/Submitted 5C		12/04/08
Schaal, Kelly	03/27/06	Gen Clk I/Submitted 5C		06/19/06
Sikes, Regina	06/20/05	Manager/Submitted 5C		06/22/05
Slagle, Corrie	06/01/09	Gen Clk I/Submitted 5C		06/23/09
Smith, Chris	06/01/04	Manager/Submitted 5C		12/28/09
Sorrell, Cathy	01/07/08	Gen Clk I/Submitted 5C		01/19/08
Steelman, Tracy	05/24/10	Gen Clk I/Submitted 5C		06/08/10
Sutphin, Allison	04/07/08	Gen Clk I/Submitted 5C		04/21/08
Thompson, Christine	04/23/07	Gen Clk I/Submitted 5C		05/24/07

Thompson, Tara	10/12/09	Gen Clk I/Submitted 5C		10/28/09
Washam, Stacey	04/23/07	Gen Clk I/Submitted 5C		05/23/07
Weeks, Linda	03/14/05	Gen Clk I/Submitted 5C		04/22/10
Welbes, Robert	07/21/08	Gen Clk I/Submitted 5C		09/22/08
Williams, Valerie	11/16/98	Gen Clk I/Submitted 5C		02/23/10
Wilson, Sabrina	03/26/07	Collector/Submitted 5C		04/25/07
Wood, Kimberly	11/21/05	Gen Clk I/Submitted 5C		10/12/06
Yavorsky, William	11/13/06	Gen Clk I/Submitted 5C		03/22/07

SUPPORT STAFF

Name	Employed	Position & Security Level Status	Separated	E-Qip Release Date
Aguilar, Cynthia	05/04/10	Clerical/Submitted 5C		05/13/10
Arqueta, Manuel	09/01/09	Clerical/Submitted 5C		09/10/09
Arwood, Jennifer	06/18/07	Trainer/Submitted 5C		07/05/07
Barham, Rebecca	08/21/00	HR Generalist/Submitted 5C		03/24/10
Brewer, Brian	09/07/07	Technical Analyst/Submitted 5C		10/15/07
Castillow-Chow, Diana	05/01/05	Supervisor/Submitted 5C		04/02/07
Cavazos, Luis	02/14/07	Clerical/Submitted 5C		Need Declaration
Cortinas, Rosa	07/01/07	Clerical/Submitted 5C		09/04/07
Davila, Sandra	06/11/10	Clerical/Submitted 5C		06/23/10
Denton, Kathleen	11/01/04	Trainer/Submitted 5C		12/29/09
Doughten, Timothy	01/01/89	Programmer Analyst/Submitted 5C		01/15/05
Elick, Tiffany	07/05/00	Trainer/Submitted 5C		02/27/09
Foote, Jeremy	07/09/09	Clerical/Submitted 5C		07/06/09
Fuller, John	04/20/98	Clerical/Submitted 5C		Need Declaration
Gardner, Al	04/01/89	Manager/Submitted 5C		01/15/05
Gradney, Christina	05/01/08	Manager/Submitted 5C		05/29/08
Gutierrez, Connie	02/10/10	Clerical/Submitted 5C		02/23/10
Hall, Cheryl	04/01/08	Accounting Clerk/Submitted 5C		05/12/08
Hardy, Haley	06/01/04	Supervisor/Submitted 5C		01/15/05
Harmon, Janene	03/01/87	Manager/Submitted 5C		01/15/05
Harris, Nannette	09/08/86	Clerical/Submitted 5C		Need Declaration
Hence, Andre'	06/01/08	Director/Submitted 5C		04/28/09
Hernandez, Efrain	10/06/08	Clerical/Submitted 5C		10/24/08
Humphrey, Deborah	10/02/06	HR Specialist/Submitted 5C		01/15/05
Jackson, Jay	09/07/07	System Analyst/Submitted 5C		10/15/07
Kyle, Cynthia	03/22/10	Clerical/Submitted 5C		06/29/10
Langley, Socorro	09/07/07	Clerical/Submitted 5C		05/07/05
Nyssen, Daniel	08/20/07	Porter/Submitted 5C		08/27/09
Nguyen, Dzung	02/01/97	Program Analyst/Submitted 5C		01/15/05
Perez, Nancy	05/01/08	Clerical/Submitted 5C		06/05/08
Ramirez, Julie (Bryson)	12/01/04	Technical Support/Submitted 5C		03/08/05
Roch, Mary	08/01/95	Manager/Submitted 5C		01/15/05
Russell, Fayellen (Dittrich)	04/01/08	Manager/Submitted 5C		04/16/08
Rutherford, David	05/01/07	HR Manager/Submitted 5C		12/22/09
Smith, Brian	02/08/10	Technical Support/Submitted 5C		02/19/10
Starr, David	03/01/96	Technical Analyst/Submitted 5C		01/26/05
Tidwell, Omar	12/01/99	Manager/Submitted 5C		01/15/05
Ton, Kevin	03/01/01	System Analyst/Submitted 5C		01/15/05
Topfer, Frances	04/01/01	Technical Support/Submitted 5C		03/08/09
Vallardes, Edgar	06/07/07	Supervisor/Submitted 5C		07/10/07
Williams, Eric	11/01/95	Program Analyst/Submitted 5C		03/07/05
Woodward, Terry	11/13/72	System Analyst/Submitted 5C		12/05/08
Yates, Sandra	08/25/03	Clerical/Submitted 5C		04/12/05
Zamarripa, Vanessa (Torres)	08/01/03	Accounting Clerk/Submitted 5C		06/13/06
Zamboni, Jennifer	08/30/05	HR Generalist/Submitted 5C		10/14/06

Company Name		CAI		
Name	Employed	Position & Security Level Status	Separated	E-Qip Release Date
Carter, Gayle	01/02/08	VP Training/QC/Submitted 5C		11/17/09
Collier, Latosha	06/01/10	Collector/Submitted 5C		06/25/10
Crosby, Mackevia	10/06/09	Collector/Submitted 5C		11/17/09
Edwards, Nicole	06/02/08	Collector/Submitted 5C		11/17/09
Englebert, Jacqueline	02/01/10	Collector/Submitting 5C		02/25/10
English, Tameka	03/22/10	Collector/Submitting 5C		04/29/10

Ferguson, Collie	10/06/09	Manager/Submitted 5C		11/17/09
Garris, Norma	06/01/10	Collector/Submitting 5C		06/25/10
McKelvy-Kelly, Monica	04/19/10	Collector/Submitting 5C		04/29/10
Newkirk, John	06/01/10	Collector/Submitting 5C	07/28/10	06/18/10
Parker, Dana	06/01/10	Collector/Submitting 5C		06/25/10
Smith, Derrick	04/07/08	VP Operations/Submitting 5C		02/25/10
Smith, Dexter	01/02/08	President/Submitting 5C		12/15/09
Stevenson, Yolande	06/02/09	Collector/Submitted 5C	08/18/10	02/19/10

MISDIRECTED PAYMENTS

August-10

Date	SSN#	Amount	Ltr.Sent	Post Date
8/27/2010	253-35-5533	\$120.00		
8/23/2010	526-65-3784	\$10.00		
8/23/2010	544-94-1216	\$10.00	Y	08/24/10
8/20/2010	012-56-0351	\$100.00	Y	08/22/10
8/13/2010	34408176	\$50.00	Y	08/14/10
8/11/2010	253534534	\$2.00	Y	08/14/10
8/11/2010	321462605	\$40.00	Y	08/12/10
8/9/2010	104547849	\$200.00	Y	08/10/10
8/9/2010	118-50-7964	\$20.00	Y	8/10/2010
8/2/2010	089-60-0193	\$100.00	Y	8/3/2010

Correspondence Report August-10

Code	Description	Borr Account Number	Comments
ER	EMPLOYMENT VERIFICATION	S001741194	
TPR	3RD PARTY CORRESPONDENCE	S002504824	
AWG	FINANCIAL STATEMENT	S002722114	
AWG	FINANCIAL STATEMENT	S002722114	
AWG	FINANCIAL STATEMENT	S003580408	
AWG	PAYSTUBS-AWG	S003580408	
AR	DISABILITY 1845 FORM	S004765804	
AR	DISABILITY 1845 FORM	S004765804	
PC	REHAB AUTHORIZATION	S005708421	
AR	DISABILITY 1845 FORM	S006345622	
AWG	EMPLOYMENT VERIFICATION	S006644493	
RPY	CANNOT PAY	S008504867	
PC	LETTER OF JUSTIFICATION-PROGRAM	S009600340	
AR	OTHER	S010625053	
AWG	ED LTR TO POSTMASTER	S010668714	
CD	CEASE COMMUNICATIONS	S011444636	
MIS	FINANCIAL STATEMENT	S012560351	
MP	MISDIRECTED PAYMENT	S012560351	
PC	LETTER OF JUSTIFICATION-PROGRAM	S012625597	
PC	TAX RETURN	S012625597	
PC	CONSOLIDATION APPLICATION	S012648511	
PC	PAYSTUBS-PROGRAMS	S012648511	
AWG	GARNISHMENT INFORMATION-POE	S014607798	
AR	DISABILITY 1845 FORM	S014608067	
AC	ATTORNEY	S014608067	
ER	EMPLOYMENT VERIFICATION	S014786944	
ER	EMPLOYMENT VERIFICATION	S015506147	
AWG	GARNISHMENT INFORMATION-POE	S015585452	
CD	CEASE COMMUNICATIONS	S016588371	
PC	REHAB AUTHORIZATION	S016642347	
AR	DISABILITY 1845 FORM	S017427785	
AR	DISABILITY 1845 FORM	S017427785	
ER	EMPLOYMENT VERIFICATION	S017465653	
AR	DISABILITY 1845 FORM	S017547790	
PC	REHAB AUTHORIZATION	S017549874	
PC	LETTER OF JUSTIFICATION-PROGRAM	S017685780	
PC	CONSOLIDATION APPLICATION	S017685780	
PC	REHAB AUTHORIZATION	S018500993	
AR	DISABILITY 1845 FORM	S019582183	
ER	EMPLOYMENT VERIFICATION	S019685393	
AR	DISABILITY 1845 FORM	S020509179	
AR	INCARCERATION VERIFICATION	S020561399	
ER	EMPLOYMENT VERIFICATION	S020569963	
AWG	FINANCIAL STATEMENT	S020749590	
DP	THIRD PARTY AUTHORIZATION	S020749590	
DP	THIRD PARTY AUTHORIZATION	S020749590	
AR	DISABILITY 1845 FORM	S022400924	
PC	LETTER OF JUSTIFICATION-PROGRAM	S024547796	
AR	DEATH CERTIFICATE	S025545392	
ER	EMPLOYMENT VERIFICATION	S027464051	
AWG	EMPLOYMENT VERIFICATION	S027464051	
AWG	GARNISHMENT INFORMATION-POE	S027627141	

PC	LETTER OF JUSTIFICATION-PROGRAM	S028546347	
MIS	MAIL RETURN	S029462529	
AR	DISABILITY 1845 FORM	S029541850	
ER	EMPLOYMENT VERIFICATION	S029640811	
AWG	GARNISHMENT INFORMATION-POE	S032521803	
DP	THIRD PARTY AUTHORIZATION	S032589593	
MP	MISDIRECTED PAYMENT	S034408176	
PC	CONSOLIDATION APPLICATION	S034622381	
AWG	GARNISHMENT INFORMATION-POE	S035468466	
PC	REHAB AUTHORIZATION	S036462907	
PC	REHAB AUTHORIZATION	S036467932	
AR	DISABILITY 1845 FORM	S037567751	
AWG	EMPLOYMENT VERIFICATION	S038543225	
AWG	OTHER	S040701693	
ER	EMPLOYMENT VERIFICATION	S040765376	
AC	ATTORNEY	S041620737	
DV	DISPUTES	S041663366	
DP	THIRD PARTY AUTHORIZATION	S042561716	
PC	REHAB AUTHORIZATION	S042561716	
AR	OTHER	S042685073	
PC	REHAB AUTHORIZATION	S043601879	
PC	LETTER OF JUSTIFICATION-PROGRAM	S043668377	
PC	CONSOLIDATION APPLICATION	S043668377	
PC	REHAB AUTHORIZATION	S044762369	
ER	EMPLOYMENT VERIFICATION	S045342195	
AWG	FINANCIAL STATEMENT	S045581187	
ER	EMPLOYMENT VERIFICATION	S045762372	
AWG	FINANCIAL STATEMENT	S046705214	
AWG	EMPLOYMENT VERIFICATION	S046725959	
ER	EMPLOYMENT VERIFICATION	S046743575	
AR	REHAB AUTHORIZATION	S047562168	
PC	CONSOLIDATION APPLICATION	S047789638	
AR	DEATH CERTIFICATE	S048523302	
AWG	GARNISHMENT INFORMATION-POE	S048586587	
AWG	FINANCIAL STATEMENT	S048586587	
AWG	PAYSTUBS-AWG	S048783119	
DP	THIRD PARTY AUTHORIZATION	S048783119	
AR	DEATH CERTIFICATE	S048784849	
PC	LETTER OF JUSTIFICATION-PROGRAM	S048901540	
ER	EMPLOYMENT VERIFICATION	S049584207	
AR	DISABILITY 1845 FORM	S050488609	
AWG	EMPLOYMENT VERIFICATION	S050501933	
PC	REHAB AUTHORIZATION	S050609536	
AWG	EMPLOYMENT VERIFICATION	S050628700	
AWG	EMPLOYMENT VERIFICATION	S050727720	
ER	EMPLOYMENT VERIFICATION	S050727720	
AWG	GARNISHMENT INFORMATION-POE	S051582264	
PC	DRIVERS LICENSE/SSN CARD	S052567422	
PC	CONSOLIDATION APPLICATION	S052567422	
PC	DRIVERS LICENSE/SSN CARD	S052567422	
AWG	GARNISHMENT INFORMATION-POE	S052609301	
AWG	GARNISHMENT INFORMATION-POE	S053604745	
AR	DEATH CERTIFICATE	S053620063	
AR	DISABILITY 1845 FORM	S054647595	
MIS	ED LTR TO POSTMASTER	S055582009	
ER	EMPLOYMENT VERIFICATION	S055649576	
AWG	PAYMENT AGREE LTR RECV	S057609258	
ER	EMPLOYMENT VERIFICATION	S057707628	

AR	DEATH CERTIFICATE	S058407419	
PC	REHAB AUTHORIZATION	S058507609	
AWG	GARNISHMENT INFORMATION-POE	S058726204	
AWG	FINANCIAL STATEMENT	S058746972	
AWG	EMPLOYMENT VERIFICATION	S059626053	
PC	LETTER OF JUSTIFICATION-PROGRAM	S059781521	
ER	EMPLOYMENT VERIFICATION	S061588732	
ER	EMPLOYMENT VERIFICATION	S061588732	
PC	LETTER OF JUSTIFICATION-PROGRAM	S061623158	
MIS	MAIL RETURN	S063667651	
BL	3RD PARTY CORRESPONDENCE	S065544167	
AR	DISABILITY 1845 FORM	S066745572	
AR	DISABILITY 1845 FORM	S066745572	
AR	DISABILITY 1845 FORM	S066745572	
AC	PAYMENT INFORMATION	S067449337	
DV	DISPUTES	S068467915	
AWG	PAYSTUBS-AWG	S068625706	
AWG	PAYMENT AGREE LTR RECV	S068625706	
ER	EMPLOYMENT VERIFICATION	S068723700	
AR	DEATH CERTIFICATE	S069368653	
ER	EMPLOYMENT VERIFICATION	S069503354	
PC	REHAB AUTHORIZATION	S070402769	
ER	EMPLOYMENT VERIFICATION	S071486502	
AWG	EMPLOYMENT VERIFICATION	S071561264	
PC	REHAB AUTHORIZATION	S072604601	
PC	LETTER OF JUSTIFICATION-PROGRAM	S073543025	
PC	CONSOLIDATION APPLICATION	S073543025	
PC	REHAB AUTHORIZATION	S073561152	
AWG	GARNISHMENT INFORMATION-POE	S074589589	
DP	THIRD PARTY AUTHORIZATION	S076664528	
AR	DISABILITY 1845 FORM	S077501612	
AWG	EMPLOYMENT VERIFICATION	S077581612	
MIS	OTHER	S077587428	
AR	DISABILITY 1845 FORM	S078684384	
AWG	EMPLOYMENT VERIFICATION	S079706929	
PC	CONSOLIDATION APPLICATION	S080468584	
PC	REHAB AUTHORIZATION	S082586402	
PC	REHAB AUTHORIZATION	S082609554	
PC	REHAB AUTHORIZATION	S085529610	
DP	THIRD PARTY AUTHORIZATION	S085701480	
PC	REHAB AUTHORIZATION	S085701480	
ER	EMPLOYMENT VERIFICATION	S086544189	
AWG	EMPLOYMENT VERIFICATION	S086549265	
ER	EMPLOYMENT VERIFICATION	S087546418	
AR	DISABILITY 1845 FORM	S087600317	
AWG	GARNISHMENT INFORMATION-POE	S087702845	
PC	LETTER OF JUSTIFICATION-PROGRAM	S088526211	
PC	CONSOLIDATION APPLICATION	S088526211	
AWG	EMPLOYMENT VERIFICATION	S088666620	
AWG	EMPLOYMENT VERIFICATION	S088707262	
AR	DEATH CERTIFICATE	S089509232	
MP	MISDIRECTED PAYMENT	S089600193	
PC	CONSOLIDATION APPLICATION	S089600193	
RPY	OTHER	S089647983	
AR	DISABILITY 1845 FORM	S090481608	
PC	DRIVERS LICENSE/SSN CARD	S090545900	
PC	CONSOLIDATION APPLICATION	S090545900	
PC	LETTER OF JUSTIFICATION-PROGRAM	S092326790	

PC	CONSOLIDATION APPLICATION	S092326790	
AR	DISABILITY 1845 FORM	S093526915	
AR	DISABILITY 1845 FORM	S093526915	
AWG	FINANCIAL STATEMENT	S093546106	
AWG	FINANCIAL STATEMENT	S093546106	
PC	REHAB AUTHORIZATION	S094569124	
PC	REHAB AUTHORIZATION	S094569124	
DP	THIRD PARTY AUTHORIZATION	S094681283	
PC	CONSOLIDATION APPLICATION	S094681283	
DP	THIRD PARTY AUTHORIZATION	S095668831	
DP	THIRD PARTY AUTHORIZATION	S095668831	
ER	EMPLOYMENT VERIFICATION	S096547972	
AR	DISABILITY 1845 FORM	S096560184	
AWG	GARNISHMENT INFORMATION-POE	S096603868	
ER	EMPLOYMENT VERIFICATION	S096861918	
ER	EMPLOYMENT VERIFICATION	S097460599	
PC	LETTER OF JUSTIFICATION-PROGRAM	S097605375	
AWG	REQUEST FOR HEARING	S098561826	
AWG	GARNISHMENT INFORMATION-POE	S098627270	
AWG	EMPLOYMENT VERIFICATION	S098641975	
PC	LETTER OF JUSTIFICATION-PROGRAM	S099428533	
AWG	GARNISHMENT INFORMATION-POE	S099540873	
PC	LETTER OF JUSTIFICATION-PROGRAM	S099744869	
RPY	FINANCIAL STATEMENT	S099787664	
RPY	FINANCIAL STATEMENT	S099869828	
PC	LETTER OF JUSTIFICATION-PROGRAM	S102564051	
PC	CONSOLIDATION APPLICATION	S102564051	
CD	CEASE COMMUNICATIONS	S103541538	
CD	CEASE COMMUNICATIONS	S103541538	
CD	CEASE COMMUNICATIONS	S103541538	
AWG	EMPLOYMENT VERIFICATION	S103608765	
MP	MISDIRECTED PAYMENT	S104547849	
AWG	GARNISHMENT INFORMATION-POE	S105568805	
PC	REHAB AUTHORIZATION	S105584358	
AR	DISABILITY 1845 FORM	S106247007	
ER	EMPLOYMENT VERIFICATION	S106521006	
ER	EMPLOYMENT VERIFICATION	S106521006	
ER	EMPLOYMENT VERIFICATION	S106625877	
AR	DISABILITY 1845 FORM	S107521225	
PC	REHAB AUTHORIZATION	S107548433	
AWG	REQUEST FOR HEARING	S107588086	
AWG	PAYMENT AGREE LTR RECV	S107627616	
AR	DISABILITY 1845 FORM	S108421803	
AR	DEATH CERTIFICATE	S108529542	
PC	REHAB AUTHORIZATION	S108605215	
AWG	GARNISHMENT INFORMATION-POE	S109626353	
PC	LETTER OF JUSTIFICATION-PROGRAM	S109642891	
PC	CONSOLIDATION APPLICATION	S109642891	
AR	DEATH CERTIFICATE	S110542730	
PC	REHAB AUTHORIZATION	S110661329	
PC	REHAB AUTHORIZATION	S110681843	
AWG	GARNISHMENT INFORMATION-POE	S110682011	
ER	EMPLOYMENT VERIFICATION	S111442422	
PC	LETTER OF JUSTIFICATION-PROGRAM	S111443592	
AWG	EMPLOYMENT VERIFICATION	S111684076	
RPY	FINANCIAL STATEMENT	S112602367	
AWG	GARNISHMENT INFORMATION-POE	S113688454	
AWG	GARNISHMENT INFORMATION-POE	S113688454	

AWG	GARNISHMENT INFORMATION-POE	S113688454	
AWG	GARNISHMENT INFORMATION-POE	S113688454	
RPY	OTHER	S115629391	
MP	MISDIRECTED PAYMENT	S118507964	
ER	EMPLOYMENT VERIFICATION	S119447543	
ER	EMPLOYMENT VERIFICATION	S119888623	
AR	DISABILITY 1845 FORM	S120342138	
PC	REHAB AUTHORIZATION	S120603823	
AWG	DISABILITY 1845 FORM	S120626284	
PC	REHAB AUTHORIZATION	S120745220	
RPY	GARNISHMENT INFORMATION-BRWR	S121569658	
PC	CONSOLIDATION APPLICATION	S122543373	
AWG	PAYMENT AGREE LTR RECV	S123647390	
PC	LETTER OF JUSTIFICATION-PROGRAM	S123724373	
PC	TAX RETURN	S123724373	
AR	DISABILITY 1845 FORM	S124548973	
PC	LETTER OF JUSTIFICATION-PROGRAM	S125581651	
AWG	GARNISHMENT INFORMATION-POE	S125621401	
AR	DISABILITY 1845 FORM	S126462468	
AR	DISABILITY DR CLARIFICATION	S126462468	
PC	3RD PARTY CORRESPONDENCE	S126462468	
AR	UNOFFICIAL DEATH INFORMATION	S127440315	
PC	REHAB AUTHORIZATION	S127506766	
PC	LETTER OF JUSTIFICATION-PROGRAM	S127568569	
PC	LETTER OF JUSTIFICATION-PROGRAM	S128606167	
CD	CEASE COMMUNICATIONS	S128668862	
CD	CEASE COMMUNICATIONS	S128668862	
AR	DISABILITY 1845 FORM	S129484166	
TPR	THIRD PARTY AUTHORIZATION	S130447688	
TPR	3RD PARTY CORRESPONDENCE	S130664412	
PC	REHAB AUTHORIZATION	S132587269	
PC	REHAB AUTHORIZATION	S132587269	
PC	LETTER OF JUSTIFICATION-PROGRAM	S132688808	
PC	CONSOLIDATION APPLICATION	S132688808	
RPY	PAYMENT INFORMATION	S133588708	
PC	REHAB AUTHORIZATION	S133588708	
DP	THIRD PARTY AUTHORIZATION	S134382740	
AR	DEATH CERTIFICATE	S135363058	
ER	EMPLOYMENT VERIFICATION	S135788345	
ER	EMPLOYMENT VERIFICATION	S136646175	
PC	LETTER OF JUSTIFICATION-PROGRAM	S136785047	
AR	BANKRUPTCY 1ST MEET & LIST	S136842467	
AWG	PAYSTUBS-AWG	S138780036	
ER	EMPLOYMENT VERIFICATION	S139648230	
PC	CONSOLIDATION APPLICATION	S139769435	
ER	EMPLOYMENT VERIFICATION	S140589348	
AWG	EMPLOYMENT VERIFICATION	S140867654	
PC	CONSOLIDATION APPLICATION	S141809894	
AWG	EMPLOYMENT VERIFICATION	S143724148	
AWG	FINANCIAL STATEMENT	S144646475	
MIS	OTHER	S144662815	
PC	REHAB AUTHORIZATION	S144788297	
PC	LETTER OF JUSTIFICATION-PROGRAM	S144823694	
AWG	PAYSTUBS-AWG	S144823694	
ER	EMPLOYMENT VERIFICATION	S145667696	
DV	DISPUTES	S145889786	
AR	UNOFFICIAL DEATH INFORMATION	S146345210	
PC	LETTER OF JUSTIFICATION-PROGRAM	S146508153	

AWG	REQUEST FOR HEARING	S146786067	
AR	DISABILITY 1845 FORM	S147214541	
MIS	3RD PARTY CORRESPONDENCE	S147628074	
DV	OTHER	S147780135	
ER	EMPLOYMENT VERIFICATION	S148662424	
AR	DISABILITY 1845 FORM	S149583742	
AR	DEATH CERTIFICATE	S149645832	
AWG	EMPLOYMENT VERIFICATION	S149663603	
AWG	GARNISHMENT INFORMATION-POE	S150682211	
AR	UNOFFICIAL DEATH INFORMATION	S153781003	
ER	EMPLOYMENT VERIFICATION	S153784725	
PC	REHAB AUTHORIZATION	S153820167	
PC	REHAB AUTHORIZATION	S153920864	
AWG	EMPLOYMENT VERIFICATION	S154341254	
PC	REHAB AUTHORIZATION	S156281924	
ER	EMPLOYMENT VERIFICATION	S156707012	
TPR	THIRD PARTY AUTHORIZATION	S157509493	
DP	THIRD PARTY AUTHORIZATION	S157509493	
AR	DISABILITY 1845 FORM	S157509493	
ER	EMPLOYMENT VERIFICATION	S157749836	
AWG	GARNISHMENT INFORMATION-POE	S157807283	
PC	LETTER OF JUSTIFICATION-PROGRAM	S158728875	
AR	DISABILITY 1845 FORM	S159542514	
ER	EMPLOYMENT VERIFICATION	S160489418	
ER	EMPLOYMENT VERIFICATION	S164602246	
TPR	3RD PARTY CORRESPONDENCE	S164641731	
MIS	MAIL RETURN	S164641731	
AR	DEATH CERTIFICATE	S165481548	
AR	DEATH CERTIFICATE	S165567403	
CD	CEASE COMMUNICATIONS	S165642112	
CD	CEASE COMMUNICATIONS	S165642112	
CD	CEASE COMMUNICATIONS	S165642112	
CD	CEASE COMMUNICATIONS	S165642112	
AR	DISABILITY 1845 FORM	S168401829	
AWG	EMPLOYMENT VERIFICATION	S169488581	
PC	REHAB AUTHORIZATION	S169529299	
PC	LETTER OF JUSTIFICATION-PROGRAM	S170561815	
AWG	EMPLOYMENT VERIFICATION	S171569559	
PC	CONSOLIDATION APPLICATION	S171622839	
PC	REHAB AUTHORIZATION	S172584360	
ER	EMPLOYMENT VERIFICATION	S173564560	
AWG	GARNISHMENT INFORMATION-POE	S173604258	
PC	LETTER OF JUSTIFICATION-PROGRAM	S174445547	
AR	OTHER	S175287133	
AR	DISABILITY 1845 FORM	S175567633	
PC	REHAB AUTHORIZATION	S175709404	
AWG	PAYMENT AGREE LTR RECV	S175709404	
AWG	EMPLOYMENT VERIFICATION	S177527194	
DP	THIRD PARTY AUTHORIZATION	S179685737	
RPY	PAYMENT INFORMATION	S180686180	
AR	DISABILITY 1845 FORM	S181342514	
AR	OTHER	S181342514	
AR	OTHER	S181342514	
AR	OTHER	S181342514	
AWG	ED LTR TO POSTMASTER	S182648897	
PC	LETTER OF JUSTIFICATION-PROGRAM	S183369893	
PC	CONSOLIDATION APPLICATION	S183369893	
AR	DISABILITY 1845 FORM	S183503273	

AWG	EMPLOYMENT VERIFICATION	S184569386	
PC	REHAB AUTHORIZATION	S185425196	
AWG	GARNISHMENT INFORMATION-POE	S185580644	
PC	REHAB AUTHORIZATION	S185580988	
PC	TAX RETURN	S186485870	
PC	CONSOLIDATION APPLICATION	S186485870	
AWG	GARNISHMENT INFORMATION-POE	S190543805	
RPY	OTHER	S191480933	
DV	DISPUTES	S191480933	
AWG	EMPLOYMENT VERIFICATION	S192665861	
AWG	EMPLOYMENT VERIFICATION	S193469714	
AWG	GARNISHMENT INFORMATION-POE	S193563427	
AWG	EMPLOYMENT VERIFICATION	S193564946	
AWG	GARNISHMENT INFORMATION-POE	S195569548	
AWG	REQUEST FOR HEARING	S195647883	
AWG	OTHER	S196565458	
PC	CONSOLIDATION APPLICATION	S196602735	
AWG	EMPLOYMENT VERIFICATION	S196626879	
AWG	EMPLOYMENT VERIFICATION	S197462462	
AR	DEATH CERTIFICATE	S197482280	
AWG	REQUEST FOR HEARING	S198489166	
AWG	GARNISHMENT INFORMATION-POE	S198542322	
AR	DISABILITY 1845 FORM	S200381444	
PC	LETTER OF JUSTIFICATION-PROGRAM	S200689906	
PC	CONSOLIDATION APPLICATION	S200689906	
PC	CONSOLIDATION APPLICATION	S200689906	
PC	OTHER	S200689906	
AR	DISABILITY 1845 FORM	S201447335	
ER	EMPLOYMENT VERIFICATION	S201564838	
PC	REHAB AUTHORIZATION	S201605290	
AWG	PAYMENT AGREE LTR RECV	S205504758	
PC	CONSOLIDATION APPLICATION	S205504758	
AR	DISABILITY 1845 FORM	S205545299	
DP	THIRD PARTY AUTHORIZATION	S205545299	
AR	DISABILITY 1845 FORM	S205545299	
AR	DEATH CERTIFICATE	S206426937	
AR	DEATH CERTIFICATE	S207446800	
ER	EMPLOYMENT VERIFICATION	S207543277	
PC	LETTER OF JUSTIFICATION-PROGRAM	S208440572	
PC	CONSOLIDATION APPLICATION	S208440572	
DV	DISPUTES	S208442792	
BL	DISPUTES	S208442792	
DV	DISPUTES	S208442792	
DV	DISPUTES	S208442792	
DV	DISPUTES	S208442792	
PC	LETTER OF JUSTIFICATION-PROGRAM	S208545952	
PC	OTHER	S208545952	
PC	CONSOLIDATION APPLICATION	S208545952	
AWG	EMPLOYMENT VERIFICATION	S208709646	
PC	LETTER OF JUSTIFICATION-PROGRAM	S209343690	
PC	CONSOLIDATION APPLICATION	S209343690	
AWG	EMPLOYMENT VERIFICATION	S209546426	
PC	REHAB AUTHORIZATION	S209703189	
PC	LETTER OF JUSTIFICATION-PROGRAM	S210487636	
PC	CONSOLIDATION APPLICATION	S210487636	
AR	DEATH CERTIFICATE	S210704667	
AWG	EMPLOYMENT VERIFICATION	S211543383	
AWG	EMPLOYMENT VERIFICATION	S212068441	

AR	DEATH CERTIFICATE	S212802022	
AWG	FINANCIAL STATEMENT	S212928396	
PC	CONSOLIDATION APPLICATION	S213152721	
AWG	PAYSTUBS-AWG	S214968961	
ER	EMPLOYMENT VERIFICATION	S215157765	
AR	DISABILITY 1845 FORM	S215662857	
AWG	GARNISHMENT INFORMATION-POE	S215769804	
PC	LETTER OF JUSTIFICATION-PROGRAM	S215843930	
AWG	FINANCIAL STATEMENT	S215843930	
PC	LETTER OF JUSTIFICATION-PROGRAM	S215887037	
AWG	EMPLOYMENT VERIFICATION	S215889753	
PC	REHAB AUTHORIZATION	S215889959	
AR	DEATH CERTIFICATE	S215925208	
AWG	GARNISHMENT INFORMATION-POE	S216315918	
PC	REHAB AUTHORIZATION	S216446580	
PC	REHAB AUTHORIZATION	S216502247	
AR	OTHER	S216605315	
AR	DISABILITY 1845 FORM	S216605315	
AR	DISABILITY 1845 FORM	S216605315	
BL	PAYMENT PLAN REQUESTED	S216705433	
PC	REHAB AUTHORIZATION	S216882731	
AWG	GARNISHMENT INFORMATION-POE	S217903540	
RPY	OTHER	S218134854	
AR	DEATH CERTIFICATE	S218560817	
ER	EMPLOYMENT VERIFICATION	S219212382	
PC	REHAB AUTHORIZATION	S219794947	
ER	EMPLOYMENT VERIFICATION	S220880403	
ER	EMPLOYMENT VERIFICATION	S221523413	
ER	EMPLOYMENT VERIFICATION	S221523413	
ER	EMPLOYMENT VERIFICATION	S221523413	
PC	REHAB AUTHORIZATION	S221544883	
PC	LETTER OF JUSTIFICATION-PROGRAM	S221763141	
AWG	GARNISHMENT INFORMATION-POE	S222608070	
AWG	FINANCIAL STATEMENT	S222620557	
ER	EMPLOYMENT VERIFICATION	S223370765	
ER	EMPLOYMENT VERIFICATION	S223370765	
ER	EMPLOYMENT VERIFICATION	S223431617	
AR	DISABILITY 1845 FORM	S223683410	
AR	DISABILITY 1845 FORM	S224135308	
AWG	PAYMENT AGREE LTR RECV	S225293600	
AWG	GARNISHMENT INFORMATION-POE	S225375521	
AWG	PAYMENT AGREE LTR RECV	S225612992	
PC	REHAB AUTHORIZATION	S225612992	
AWG	PAYMENT AGREE LTR RECV	S225612992	
AR	DEATH CERTIFICATE	S225667923	
AR	DEATH CERTIFICATE	S225667923	
AR	DEATH CERTIFICATE	S225667923	
AWG	GARNISHMENT INFORMATION-POE	S225846995	
AWG	GARNISHMENT INFORMATION-POE	S225846995	
AWG	FINANCIAL STATEMENT	S225965219	
AWG	OTHER	S225965219	
ER	EMPLOYMENT VERIFICATION	S226237121	
AWG	GARNISHMENT INFORMATION-POE	S226477301	
PC	CONSOLIDATION APPLICATION	S226497612	
AWG	EMPLOYMENT VERIFICATION	S226555148	
PC	LETTER OF JUSTIFICATION-PROGRAM	S226967980	
PC	CONSOLIDATION APPLICATION	S226967980	
PC	LETTER OF JUSTIFICATION-PROGRAM	S226967980	

BL	GARNISHMENT INFORMATION-POE	S227259517	
AWG	EMPLOYMENT VERIFICATION	S227259517	
AWG	GARNISHMENT INFORMATION-POE	S228438602	
PC	CONSOLIDATION APPLICATION	S228985486	
PC	CONSOLIDATION APPLICATION	S229060332	
PC	LETTER OF JUSTIFICATION-PROGRAM	S229060332	
TPR	THIRD PARTY AUTHORIZATION	S229150529	
PC	REHAB AUTHORIZATION	S229150529	
AWG	EMPLOYMENT VERIFICATION	S229216362	
AWG	EMPLOYMENT VERIFICATION	S229237609	
AWG	REQUEST FOR HEARING	S229459706	
PC	LETTER OF JUSTIFICATION-PROGRAM	S230216972	
AWG	EMPLOYMENT VERIFICATION	S230785880	
AR	DEATH CERTIFICATE	S231355290	
ER	EMPLOYMENT VERIFICATION	S231373449	
AR	DISABILITY 1845 FORM	S232176788	
PC	LETTER OF JUSTIFICATION-PROGRAM	S232880081	
AWG	GARNISHMENT INFORMATION-POE	S233081924	
AWG	GARNISHMENT INFORMATION-POE	S233375778	
PC	REHAB AUTHORIZATION	S234118474	
AR	DISABILITY 1845 FORM	S235980934	
PC	LETTER OF JUSTIFICATION-PROGRAM	S236049454	
ER	EMPLOYMENT VERIFICATION	S236179758	
ER	EMPLOYMENT VERIFICATION	S236270373	
ER	EMPLOYMENT VERIFICATION	S236271753	
AWG	OTHER	S237454422	
AWG	GARNISHMENT INFORMATION-POE	S237479353	
AWG	GARNISHMENT INFORMATION-POE	S237479353	
AR	DEATH CERTIFICATE	S237761207	
AWG	GARNISHMENT INFORMATION-POE	S238371051	
PC	LETTER OF JUSTIFICATION-PROGRAM	S238635975	
MIS	OTHER	S238650378	
AWG	FINANCIAL STATEMENT	S238650378	
PC	LETTER OF JUSTIFICATION-PROGRAM	S239087088	
AWG	PAYSTUBS-AWG	S239295965	
AR	DEATH CERTIFICATE	S239435838	
PC	LETTER OF JUSTIFICATION-PROGRAM	S239534620	
PC	CONSOLIDATION APPLICATION	S239534620	
PC	CONSOLIDATION APPLICATION	S240377962	
TPR	3RD PARTY CORRESPONDENCE	S240572720	
MIS	MAIL RETURN	S240572720	
PC	LETTER OF JUSTIFICATION-PROGRAM	S240574089	
AR	DISABILITY 1845 FORM	S240864277	
MIS	ED LTR TO POSTMASTER	S241492586	
PC	LETTER OF JUSTIFICATION-PROGRAM	S241511736	
PC	LETTER OF JUSTIFICATION-PROGRAM	S242028032	
RPY	FINANCIAL STATEMENT	S242067681	
AWG	PAYSTUBS-AWG	S242598711	
AWG	EMPLOYMENT VERIFICATION	S242613064	
AWG	FINANCIAL STATEMENT	S243617531	
AWG	EMPLOYMENT VERIFICATION	S244232545	
AWG	FINANCIAL STATEMENT	S244311582	
ER	EMPLOYMENT VERIFICATION	S244393971	
AWG	GARNISHMENT INFORMATION-POE	S244639040	
DP	THIRD PARTY AUTHORIZATION	S244947042	
PC	REHAB AUTHORIZATION	S244947042	
PC	REHAB AUTHORIZATION	S245351460	
AWG	PAYMENT AGREE LTR REC V	S245431529	

PC	REHAB AUTHORIZATION	S245590433	
AR	DEATH CERTIFICATE	S245651737	
AWG	EMPLOYMENT VERIFICATION	S245657699	
DP	THIRD PARTY AUTHORIZATION	S246239002	
AWG	REQUEST FOR HEARING	S246478453	
AWG	FINANCIAL STATEMENT	S247063526	
AR	DEATH CERTIFICATE	S247198162	
ER	EMPLOYMENT VERIFICATION	S247671288	
AWG	EMPLOYMENT VERIFICATION	S248357836	
AWG	PAYSTUBS-AWG	S248655115	
AR	DISABILITY 1845 FORM	S249134975	
PC	LETTER OF JUSTIFICATION-PROGRAM	S249519108	
PC	CONSOLIDATION APPLICATION	S249519108	
DV	3RD PARTY CORRESPONDENCE	S249553667	
AWG	REQUEST FOR HEARING	S249634900	
AR	DISABILITY 1845 FORM	S249764972	
PC	LETTER OF JUSTIFICATION-PROGRAM	S249855874	
PC	CONSOLIDATION APPLICATION	S250192693	
AR	DISABILITY 1845 FORM	S250252691	
AR	DISABILITY 1845 FORM	S250252691	
ER	EMPLOYMENT VERIFICATION	S250296275	
PC	LETTER OF JUSTIFICATION-PROGRAM	S250757397	
PC	CONSOLIDATION APPLICATION	S250757397	
AWG	GARNISHMENT INFORMATION-POE	S251339446	
AWG	EMPLOYMENT VERIFICATION	S251690298	
AWG	PAYMENT AGREE LTR RECV	S251710592	
PC	REHAB AUTHORIZATION	S251710592	
AWG	FINANCIAL STATEMENT	S251860992	
AWG	PAYSTUBS-AWG	S251860992	
AWG	PAYSTUBS-AWG	S251860992	
AR	DEATH CERTIFICATE	S252137769	
AWG	EMPLOYMENT VERIFICATION	S252236616	
AWG	GARNISHMENT INFORMATION-POE	S252677999	
AWG	GARNISHMENT INFORMATION-POE	S252869784	
AWG	GARNISHMENT INFORMATION-POE	S252869784	
AWG	GARNISHMENT INFORMATION-POE	S252869784	
PC	CONSOLIDATION APPLICATION	S253159740	
ER	EMPLOYMENT VERIFICATION	S253336425	
MP	MISDIRECTED PAYMENT	S253355533	
PC	CONSOLIDATION APPLICATION	S253377261	
PC	LETTER OF JUSTIFICATION-PROGRAM	S253534534	
PC	CONSOLIDATION APPLICATION	S253534534	
MP	MISDIRECTED PAYMENT	S253534534	
PC	CONSOLIDATION APPLICATION	S253634031	
ER	EMPLOYMENT VERIFICATION	S253823516	
PC	LETTER OF JUSTIFICATION-PROGRAM	S253948935	
PC	CONSOLIDATION APPLICATION	S253948935	
AR	DISABILITY 1845 FORM	S253968432	
PC	CONSOLIDATION APPLICATION	S254047240	
AWG	EMPLOYMENT VERIFICATION	S254087466	
DP	THIRD PARTY AUTHORIZATION	S254235574	
PC	REHAB AUTHORIZATION	S254235574	
AR	DEATH CERTIFICATE	S254300842	
AWG	PAYMENT AGREE LTR RECV	S254539599	
PC	LETTER OF JUSTIFICATION-PROGRAM	S254699846	
PC	LETTER OF JUSTIFICATION-PROGRAM	S254699846	
PC	CONSOLIDATION APPLICATION	S254699846	
TPR	3RD PARTY CORRESPONDENCE	S255331255	

AWG	GARNISHMENT INFORMATION-POE	S255390470	
PC	LETTER OF JUSTIFICATION-PROGRAM	S255430732	
PC	PROGRAM CORRESPONDENCE	S255430732	
PC	CONSOLIDATION APPLICATION	S255430732	
ER	EMPLOYMENT VERIFICATION	S255532637	
DV	DISPUTES	S255620657	
CD	CEASE COMMUNICATIONS	S255620657	
PC	LETTER OF JUSTIFICATION-PROGRAM	S255809239	
AR	DISABILITY 1845 FORM	S255829890	
AR	DISABILITY 1845 FORM	S255829890	
AC	DISPUTES	S255909007	
PC	CONSOLIDATION APPLICATION	S256198036	
PC	LETTER OF JUSTIFICATION-PROGRAM	S256215295	
ER	EMPLOYMENT VERIFICATION	S256499643	
AC	PAYMENT INFORMATION	S256615147	
PC	CONSOLIDATION APPLICATION	S257044679	
DP	THIRD PARTY AUTHORIZATION	S257044679	
PC	REHAB AUTHORIZATION	S257044679	
PC	PROGRAM CORRESPONDENCE	S257316103	
PC	LETTER OF JUSTIFICATION-PROGRAM	S257316103	
PC	TAX RETURN	S257316103	
AR	BANKRUPTCY DISCHARGE	S257435905	
AR	DISABILITY 1845 FORM	S257483703	
PC	CONSOLIDATION APPLICATION	S257491380	
AWG	REQUEST FOR HEARING	S257695654	
AWG	REQUEST FOR HEARING	S257696284	
AWG	OTHER	S257696284	
PC	LETTER OF JUSTIFICATION-PROGRAM	S258150218	
PC	CONSOLIDATION APPLICATION	S258150218	
AWG	FINANCIAL STATEMENT	S258213584	
RPY	PAYMENT INFORMATION	S258279622	
MIS	OTHER	S258279622	
PC	LETTER OF JUSTIFICATION-PROGRAM	S258319891	
AWG	FINANCIAL STATEMENT	S258434636	
AWG	PAYSTUBS-AWG	S258434636	
AWG	GARNISHMENT INFORMATION-POE	S258439598	
PC	LETTER OF JUSTIFICATION-PROGRAM	S258474775	
PC	CONSOLIDATION APPLICATION	S258538048	
AWG	EMPLOYMENT VERIFICATION	S258553037	
AWG	GARNISHMENT INFORMATION-POE	S258559152	
AWG	REQUEST FOR HEARING	S258598009	
DP	THIRD PARTY AUTHORIZATION	S258674512	
AWG	OTHER	S259213476	
AWG	GARNISHMENT INFORMATION-BRWR	S259213476	
PC	CONSOLIDATION APPLICATION	S260233933	
PC	LETTER OF JUSTIFICATION-PROGRAM	S260233933	
PC	LETTER OF JUSTIFICATION-PROGRAM	S260233933	
AR	DISABILITY 1845 FORM	S261271922	
PC	LETTER OF JUSTIFICATION-PROGRAM	S261411116	
PC	CONSOLIDATION APPLICATION	S261411116	
AWG	GARNISHMENT INFORMATION-POE	S261552092	
AR	DISABILITY 1845 FORM	S261590559	
AR	DISABILITY 1845 FORM	S261590559	
DP	THIRD PARTY AUTHORIZATION	S261752219	
AWG	PAYSTUBS-AWG	S261752219	
ER	EMPLOYMENT VERIFICATION	S261771881	
AWG	FINANCIAL STATEMENT	S261791648	
AR	DEATH CERTIFICATE	S261860439	

PC	PROGRAM CORRESPONDENCE	S261891498	
PC	REHAB AUTHORIZATION	S261955920	
ER	EMPLOYMENT VERIFICATION	S261991570	
AWG	EMPLOYMENT VERIFICATION	S262659556	
AWG	GARNISHMENT INFORMATION-POE	S262659556	
ER	EMPLOYMENT VERIFICATION	S262659556	
AWG	EMPLOYMENT VERIFICATION	S262670267	
AR	BANKRUPTCY 1ST MEET & LIST	S262702263	
ER	EMPLOYMENT VERIFICATION	S262838004	
AR	OTHER	S263049427	
AWG	EMPLOYMENT VERIFICATION	S263214049	
AR	DISABILITY 1845 FORM	S263352391	
AR	DISABILITY 1845 FORM	S263352391	
AR	DISABILITY 1845 FORM	S263455352	
AWG	GARNISHMENT INFORMATION-POE	S263679755	
AWG	GARNISHMENT INFORMATION-POE	S263679755	
AR	DEATH CERTIFICATE	S263691704	
PC	CANNOT PAY	S263800874	
ER	EMPLOYMENT VERIFICATION	S263814153	
AR	DEATH CERTIFICATE	S263885651	
PC	PROGRAM CORRESPONDENCE	S263896979	
AWG	FINANCIAL STATEMENT	S263900007	
AR	UNOFFICIAL DEATH INFORMATION	S263990528	
AWG	PAYSTUBS-AWG	S264293546	
AWG	GARNISHMENT INFORMATION-POE	S264314235	
ER	EMPLOYMENT VERIFICATION	S264439341	
BL	OTHER	S264676809	
DP	THIRD PARTY AUTHORIZATION	S264819573	
PC	REHAB AUTHORIZATION	S264819573	
AWG	EMPLOYMENT VERIFICATION	S264852983	
MIS	ED LTR TO POSTMASTER	S264988452	
AWG	REQUEST FOR HEARING	S265238009	
PC	LETTER OF JUSTIFICATION-PROGRAM	S265575127	
AR	DISABILITY 1845 FORM	S265592982	
AWG	EMPLOYMENT VERIFICATION	S266315568	
ER	EMPLOYMENT VERIFICATION	S266391964	
AWG	FINANCIAL STATEMENT	S266673640	
ER	EMPLOYMENT VERIFICATION	S266735038	
RPY	3RD PARTY CORRESPONDENCE	S266863185	
AR	DISABILITY 1845 FORM	S266994334	
PC	LETTER OF JUSTIFICATION-PROGRAM	S267650493	
AWG	EMPLOYMENT VERIFICATION	S267683928	
AWG	EMPLOYMENT VERIFICATION	S267777508	
PC	LETTER OF JUSTIFICATION-PROGRAM	S267854913	
AWG	GARNISHMENT INFORMATION-POE	S267957494	
PC	LETTER OF JUSTIFICATION-PROGRAM	S269501571	
AR	DEATH CERTIFICATE	S269543732	
PC	LETTER OF JUSTIFICATION-PROGRAM	S269602256	
PC	CONSOLIDATION APPLICATION	S269602256	
AR	DISABILITY 1845 FORM	S269664154	
AR	DEATH CERTIFICATE	S270665073	
PC	LETTER OF JUSTIFICATION-PROGRAM	S270721321	
AWG	EMPLOYMENT VERIFICATION	S270887575	
PC	REHAB AUTHORIZATION	S271384190	
PC	LETTER OF JUSTIFICATION-PROGRAM	S271705103	
AR	DISABILITY 1845 FORM	S271725521	
AR	INCARCERATION VERIFICATION	S274601940	
AR	INCARCERATION VERIFICATION	S274601940	

AR	INCARCERATION VERIFICATION	S274601940	
ER	LETTER OF JUSTIFICATION-PROGRAM	S275627384	
ER	EMPLOYMENT VERIFICATION	S275648408	
ER	EMPLOYMENT VERIFICATION	S275904998	
AWG	OTHER	S276664616	
AWG	OTHER	S276683665	
PC	CONSOLIDATION APPLICATION	S276760627	
ER	EMPLOYMENT VERIFICATION	S276789098	
AWG	FINANCIAL STATEMENT	S276829986	
PC	CONSOLIDATION APPLICATION	S277684459	
AR	DEATH CERTIFICATE	S277804530	
PC	REHAB AUTHORIZATION	S278700629	
AWG	FINANCIAL STATEMENT	S278705729	
TPR	THIRD PARTY AUTHORIZATION	S278829768	
AWG	PAYMENT AGREE LTR RECV	S278829768	
AWG	FINANCIAL STATEMENT	S278868639	
AR	DEATH CERTIFICATE	S279721422	
AWG	GARNISHMENT INFORMATION-POE	S279747505	
AWG	GARNISHMENT INFORMATION-POE	S279765863	
AWG	FINANCIAL STATEMENT	S279787275	
AR	DISABILITY 1845 FORM	S280541546	
PC	REHAB AUTHORIZATION	S280801083	
AR	DISABILITY 1845 FORM	S281208291	
PC	CONSOLIDATION APPLICATION	S281584478	
PC	CONSOLIDATION APPLICATION	S281584478	
PC	OTHER	S281584478	
PC	PROGRAM CORRESPONDENCE	S281584478	
PC	CONSOLIDATION APPLICATION	S281669131	
PC	LETTER OF JUSTIFICATION-PROGRAM	S281669131	
AWG	GARNISHMENT INFORMATION-POE	S281782155	
PC	LETTER OF JUSTIFICATION-PROGRAM	S282507141	
AWG	EMPLOYMENT VERIFICATION	S282681355	
ER	EMPLOYMENT VERIFICATION	S282681355	
ER	EMPLOYMENT VERIFICATION	S282909108	
AWG	ED LTR TO POSTMASTER	S283587491	
ER	EMPLOYMENT VERIFICATION	S283602203	
AWG	EMPLOYMENT VERIFICATION	S283708407	
ER	EMPLOYMENT VERIFICATION	S283727012	
ER	EMPLOYMENT VERIFICATION	S284426155	
DP	THIRD PARTY AUTHORIZATION	S284802202	
PC	REHAB AUTHORIZATION	S284802202	
AR	DEATH CERTIFICATE	S286489143	
AR	DEATH CERTIFICATE	S286489143	
ER	EMPLOYMENT VERIFICATION	S286626116	
PC	CONSOLIDATION APPLICATION	S286728170	
PC	LETTER OF JUSTIFICATION-PROGRAM	S287641897	
AWG	GARNISHMENT INFORMATION-POE	S287700899	
ER	EMPLOYMENT VERIFICATION	S287862530	
AWG	GARNISHMENT INFORMATION-POE	S287883291	
AWG	GARNISHMENT INFORMATION-POE	S288847410	
AWG	FINANCIAL STATEMENT	S288867143	
AWG	EMPLOYMENT VERIFICATION	S289581734	
AR	DISABILITY 1845 FORM	S290541544	
ER	EMPLOYMENT VERIFICATION	S290767834	
AWG	PAYSTUBS-AWG	S290767834	
AWG	EMPLOYMENT VERIFICATION	S290767834	
AWG	GARNISHMENT INFORMATION-POE	S290928346	
AWG	GARNISHMENT INFORMATION-POE	S290928346	

AWG	GARNISHMENT INFORMATION-POE	S290928346	
AWG	REQUEST FOR HEARING	S291762286	
PC	CONSOLIDATION APPLICATION	S292486322	
AR	DISABILITY 1845 FORM	S292702311	
AR	DISABILITY 1845 FORM	S292702311	
AR	DEATH CERTIFICATE	S292746492	
PC	LETTER OF JUSTIFICATION-PROGRAM	S292767472	
PC	CONSOLIDATION APPLICATION	S292767472	
PC	LETTER OF JUSTIFICATION-PROGRAM	S292767472	
ER	EMPLOYMENT VERIFICATION	S292885155	
AR	INCARCERATION VERIFICATION	S293687798	
AR	DISABILITY 1845 FORM	S294465953	
AR	DISABILITY 1845 FORM	S294465953	
AR	DISABILITY 1845 FORM	S294465953	
PC	LETTER OF JUSTIFICATION-PROGRAM	S294569099	
AR	DEATH CERTIFICATE	S294621580	
AWG	OTHER	S295709476	
AWG	FINANCIAL STATEMENT	S297427405	
AWG	OTHER	S297427405	
AWG	PAYSTUBS-AWG	S297427405	
AWG	FINANCIAL STATEMENT	S297427405	
AWG	GARNISHMENT INFORMATION-POE	S297762701	
PC	LETTER OF JUSTIFICATION-PROGRAM	S297820497	
PC	CONSOLIDATION APPLICATION	S297820497	
ER	EMPLOYMENT VERIFICATION	S298829166	
ER	EMPLOYMENT VERIFICATION	S298869976	
AR	OTHER	S299306935	
AR	DEATH CERTIFICATE	S299582868	
BL	PAYMENT INFORMATION	S299722257	
AWG	GARNISHMENT INFORMATION-POE	S299847282	
AR	DEATH CERTIFICATE	S300387733	
AWG	EMPLOYMENT VERIFICATION	S300660942	
AWG	FINANCIAL STATEMENT	S300701743	
PC	REHAB AUTHORIZATION	S300701743	
ER	EMPLOYMENT VERIFICATION	S301622845	
ER	EMPLOYMENT VERIFICATION	S301700528	
ER	EMPLOYMENT VERIFICATION	S301725266	
AR	OTHER	S301763053	
AR	INCARCERATION VERIFICATION	S301763053	
PC	CONSOLIDATION APPLICATION	S302581325	
PC	REHAB AUTHORIZATION	S302622687	
PC	PROGRAM CORRESPONDENCE	S302628355	
DV	DISPUTES	S302703570	
AWG	GARNISHMENT INFORMATION-POE	S302704546	
PC	CONSOLIDATION APPLICATION	S302862567	
AR	DEATH CERTIFICATE	S303689008	
AWG	EMPLOYMENT VERIFICATION	S305641765	
AWG	FINANCIAL STATEMENT	S305641765	
AWG	PAYMENT AGREE LTR RECV	S305724003	
PC	REHAB AUTHORIZATION	S305987608	
DV	3RD PARTY CORRESPONDENCE	S306044824	
AWG	GARNISHMENT INFORMATION-POE	S306685130	
ER	EMPLOYMENT VERIFICATION	S307702851	
AWG	EMPLOYMENT VERIFICATION	S307743096	
AR	DISABILITY 1845 FORM	S308468957	
ER	EMPLOYMENT VERIFICATION	S309560588	
BL	CANNOT PAY	S309727604	
PC	LETTER OF JUSTIFICATION-PROGRAM	S309765940	

PC	CONSOLIDATION APPLICATION	S309765940	
AWG	GARNISHMENT INFORMATION-POE	S310609874	
PC	REHAB AUTHORIZATION	S310662099	
AR	DISABILITY 1845 FORM	S311607619	
AWG	EMPLOYMENT VERIFICATION	S311843335	
AWG	EMPLOYMENT VERIFICATION	S311843335	
ER	EMPLOYMENT VERIFICATION	S312768144	
AR	DISABILITY 1845 FORM	S314582233	
AR	DISABILITY 1845 FORM	S314745861	
AR	DISABILITY 1845 FORM	S314745861	
RPY	PAYMENT PLAN REQUESTED	S314767542	
AR	DISABILITY 1845 FORM	S314783806	
ER	EMPLOYMENT VERIFICATION	S314843968	
AWG	EMPLOYMENT VERIFICATION	S314905799	
AWG	OTHER	S314988759	
DP	THIRD PARTY AUTHORIZATION	S314988759	
PC	REHAB AUTHORIZATION	S314988759	
ER	EMPLOYMENT VERIFICATION	S315849099	
ER	EMPLOYMENT VERIFICATION	S315849099	
AWG	EMPLOYMENT VERIFICATION	S316049249	
PC	LETTER OF JUSTIFICATION-PROGRAM	S316742032	
PC	CONSOLIDATION APPLICATION	S316742032	
PC	REHAB AUTHORIZATION	S316869927	
CD	CEASE COMMUNICATIONS	S317661051	
CD	CEASE COMMUNICATIONS	S317661051	
RPY	CANNOT PAY	S317723319	
AWG	FINANCIAL STATEMENT	S317723319	
AR	DISABILITY 1845 FORM	S317767586	
AWG	PAYSTUBS-AWG	S317826184	
AWG	GARNISHMENT INFORMATION-POE	S319622255	
RPY	PAYMENT INFORMATION	S320425702	
ER	EMPLOYMENT VERIFICATION	S320621754	
DP	THIRD PARTY AUTHORIZATION	S320821224	
PC	DRIVERS LICENSE/SSN CARD	S321401563	
PC	DRIVERS LICENSE/SSN CARD	S321401563	
ER	EMPLOYMENT VERIFICATION	S321424141	
MP	MISDIRECTED PAYMENT	S321462605	
AR	DISABILITY 1845 FORM	S321547418	
AWG	EMPLOYMENT VERIFICATION	S321683859	
PC	CONSOLIDATION APPLICATION	S321729785	
PC	LETTER OF JUSTIFICATION-PROGRAM	S321729785	
PC	LETTER OF JUSTIFICATION-PROGRAM	S321729785	
AR	DISABILITY 1845 FORM	S322542284	
AR	DISABILITY 1845 FORM	S322542284	
PC	LETTER OF JUSTIFICATION-PROGRAM	S323382328	
PC	CONSOLIDATION APPLICATION	S323608207	
AWG	GARNISHMENT INFORMATION-POE	S323648550	
AR	INCARCERATION VERIFICATION	S325726512	
AWG	GARNISHMENT INFORMATION-POE	S325785505	
PC	REHAB AUTHORIZATION	S326742977	
AR	DEATH CERTIFICATE	S327523498	
PC	CONSOLIDATION APPLICATION	S327567225	
PC	REHAB AUTHORIZATION	S328462319	
PC	REHAB AUTHORIZATION	S328462319	
PC	REHAB AUTHORIZATION	S328462319	
PC	REHAB AUTHORIZATION	S328462319	
AWG	GARNISHMENT INFORMATION-POE	S328541237	
AR	DEATH CERTIFICATE	S328606803	

PC	CONSOLIDATION APPLICATION	S328628904	
PC	REHAB AUTHORIZATION	S328628904	
AR	DISABILITY 1845 FORM	S328666329	
AR	DISABILITY 1845 FORM	S328666329	
AWG	EMPLOYMENT VERIFICATION	S328669147	
PC	LETTER OF JUSTIFICATION-PROGRAM	S328680450	
PC	CONSOLIDATION APPLICATION	S328680450	
AR	DISABILITY 1845 FORM	S329445383	
MIS	FINANCIAL STATEMENT	S329621818	
AR	DISABILITY 1845 FORM	S331482768	
AWG	GARNISHMENT INFORMATION-POE	S331742326	
PC	CONSOLIDATION APPLICATION	S331788325	
PC	LETTER OF JUSTIFICATION-PROGRAM	S332645147	
PC	CONSOLIDATION APPLICATION	S332645147	
PC	CONSOLIDATION APPLICATION	S333706056	
AWG	REQUEST FOR HEARING	S335668436	
AR	DEATH CERTIFICATE	S335767379	
AR	DEATH CERTIFICATE	S336480141	
BL	REQUEST DOCUMENTATION	S336765856	
TPR	3RD PARTY CORRESPONDENCE	S338324181	
MIS	3RD PARTY CORRESPONDENCE	S338324181	
PC	LETTER OF JUSTIFICATION-PROGRAM	S338624319	
PC	LETTER OF JUSTIFICATION-PROGRAM	S339726998	
AWG	FINANCIAL STATEMENT	S341527947	
RPY	FINANCIAL STATEMENT	S341642771	
AR	DEATH CERTIFICATE	S342628674	
DP	THIRD PARTY AUTHORIZATION	S342665235	
AR	INCARCERATION VERIFICATION	S342768739	
AWG	GARNISHMENT INFORMATION-POE	S342825778	
AR	DEATH CERTIFICATE	S343228218	
AR	DISABILITY 1845 FORM	S343463198	
AR	DISABILITY 1845 FORM	S343489397	
ER	EMPLOYMENT VERIFICATION	S343644104	
ER	EMPLOYMENT VERIFICATION	S343746857	
AR	DISABILITY 1845 FORM	S344643847	
AR	DEATH CERTIFICATE	S345444363	
ER	EMPLOYMENT VERIFICATION	S346660941	
AR	DISABILITY 1845 FORM	S347568625	
PC	CONSOLIDATION APPLICATION	S347629978	
ER	EMPLOYMENT VERIFICATION	S347649220	
AR	BANKRUPTCY DISCHARGE	S348422479	
TPR	THIRD PARTY AUTHORIZATION	S348646593	
AWG	EMPLOYMENT VERIFICATION	S348780916	
AR	DEATH CERTIFICATE	S349361190	
ER	EMPLOYMENT VERIFICATION	S349562775	
PC	TAX RETURN	S350689364	
AR	DISABILITY 1845 FORM	S351461836	
PC	LETTER OF JUSTIFICATION-PROGRAM	S351587645	
ER	EMPLOYMENT VERIFICATION	S351767296	
PC	REHAB AUTHORIZATION	S352589119	
ER	EMPLOYMENT VERIFICATION	S353729561	
ER	EMPLOYMENT VERIFICATION	S354428973	
PC	LETTER OF JUSTIFICATION-PROGRAM	S354645474	
ER	EMPLOYMENT VERIFICATION	S355544307	
AWG	GARNISHMENT INFORMATION-POE	S355547894	
AWG	FINANCIAL STATEMENT	S356643904	
PC	LETTER OF JUSTIFICATION-PROGRAM	S356706683	
PC	CONSOLIDATION APPLICATION	S356706683	

ER	EMPLOYMENT VERIFICATION	S357528130	
PC	LETTER OF JUSTIFICATION-PROGRAM	S357562041	
ER	FINANCIAL STATEMENT	S357666601	
PC	REHAB AUTHORIZATION	S358480341	
AR	DISABILITY 1845 FORM	S358486662	
CD	CEASE COMMUNICATIONS	S358682097	
AWG	GARNISHMENT INFORMATION-POE	S359544272	
AWG	FINANCIAL STATEMENT	S359629656	
DP	THIRD PARTY AUTHORIZATION	S360784660	
TPR	THIRD PARTY AUTHORIZATION	S360784660	
DP	THIRD PARTY AUTHORIZATION	S360784660	
PC	REHAB AUTHORIZATION	S360800774	
PC	LETTER OF JUSTIFICATION-PROGRAM	S361465952	
PC	PROGRAM CORRESPONDENCE	S361465952	
PC	REHAB AUTHORIZATION	S361467090	
PC	REHAB AUTHORIZATION	S361467090	
AWG	GARNISHMENT INFORMATION-POE	S361607897	
ER	EMPLOYMENT VERIFICATION	S362789407	
PC	CONSOLIDATION APPLICATION	S362886317	
AWG	GARNISHMENT INFORMATION-POE	S362909145	
AR	DEATH CERTIFICATE	S363561846	
AWG	GARNISHMENT INFORMATION-POE	S363742652	
PC	LETTER OF JUSTIFICATION-PROGRAM	S363780218	
PC	CONSOLIDATION APPLICATION	S363780218	
TPR	ED LTR TO POSTMASTER	S363801989	
PC	DRIVERS LICENSE/SSN CARD	S363847777	
PC	OTHER	S363847777	
ER	EMPLOYMENT VERIFICATION	S365845103	
AWG	EMPLOYMENT VERIFICATION	S366669676	
AR	DEATH CERTIFICATE	S367567787	
DV	DISPUTES	S367801057	
PC	REHAB AUTHORIZATION	S369645452	
PC	REHAB AUTHORIZATION	S369645452	
AWG	REQUEST FOR HEARING	S369743947	
PC	CONSOLIDATION APPLICATION	S369785693	
PC	LETTER OF JUSTIFICATION-PROGRAM	S369823911	
AWG	GARNISHMENT INFORMATION-POE	S369862618	
AR	DISABILITY 1845 FORM	S370564454	
PC	LETTER OF JUSTIFICATION-PROGRAM	S370989384	
PC	CONSOLIDATION APPLICATION	S370989384	
AWG	GARNISHMENT INFORMATION-POE	S371808960	
AWG	EMPLOYMENT VERIFICATION	S371808960	
AWG	FINANCIAL STATEMENT	S371841332	
AR	DISABILITY 1845 FORM	S371941419	
AWG	EMPLOYMENT VERIFICATION	S372084652	
ER	EMPLOYMENT VERIFICATION	S372621315	
AWG	GARNISHMENT INFORMATION-POE	S372621315	
CD	CEASE COMMUNICATIONS	S373709775	
AWG	GARNISHMENT INFORMATION-POE	S373882557	
AWG	GARNISHMENT INFORMATION-POE	S374743436	
PC	LETTER OF JUSTIFICATION-PROGRAM	S374746856	
PC	CONSOLIDATION APPLICATION	S374746856	
PC	TAX RETURN	S375787518	
PC	CONSOLIDATION APPLICATION	S375802609	
AWG	EMPLOYMENT VERIFICATION	S375907741	
AWG	GARNISHMENT INFORMATION-POE	S376084238	
AWG	EMPLOYMENT VERIFICATION	S376768532	
AWG	ED LTR TO POSTMASTER	S376788766	

PC	LETTER OF JUSTIFICATION-PROGRAM	S376929192	
DP	THIRD PARTY AUTHORIZATION	S377780391	
PC	LETTER OF JUSTIFICATION-PROGRAM	S377780391	
PC	OTHER	S377780391	
PC	PAYSTUBS-PROGRAMS	S377780391	
DP	THIRD PARTY AUTHORIZATION	S377780391	
PC	OTHER	S377780391	
PC	CONSOLIDATION APPLICATION	S377780391	
AR	DEATH CERTIFICATE	S378662503	
AWG	FINANCIAL STATEMENT	S378683058	
AWG	PAYSTUBS-AWG	S378683058	
AWG	FINANCIAL STATEMENT	S378683058	
AR	DISABILITY 1845 FORM	S378808294	
AWG	EMPLOYMENT VERIFICATION	S378849309	
AWG	GARNISHMENT INFORMATION-POE	S378886963	
PC	REHAB AUTHORIZATION	S379804698	
PC	REHAB AUTHORIZATION	S379963087	
PC	PROGRAM CORRESPONDENCE	S379963087	
ER	EMPLOYMENT VERIFICATION	S380060349	
PC	LETTER OF JUSTIFICATION-PROGRAM	S380743881	
AWG	FINANCIAL STATEMENT	S380743881	
PC	CONSOLIDATION APPLICATION	S380940581	
PC	LETTER OF JUSTIFICATION-PROGRAM	S380940581	
PC	PROGRAM CORRESPONDENCE	S380940581	
PC	TAX RETURN	S380940581	
PC	CONSOLIDATION APPLICATION	S381024402	
PC	REHAB AUTHORIZATION	S381744079	
AWG	GARNISHMENT INFORMATION-POE	S381763258	
ER	EMPLOYMENT VERIFICATION	S382547271	
TPR	THIRD PARTY AUTHORIZATION	S382688468	
PC	LETTER OF JUSTIFICATION-PROGRAM	S382689337	
PC	REHAB AUTHORIZATION	S382720548	
AR	BANKRUPTCY DISCHARGE	S382762481	
PC	LETTER OF JUSTIFICATION-PROGRAM	S382940183	
AWG	GARNISHMENT INFORMATION-POE	S383942406	
DP	THIRD PARTY AUTHORIZATION	S383989387	
PC	LETTER OF JUSTIFICATION-PROGRAM	S384620092	
PC	CONSOLIDATION APPLICATION	S384620092	
AWG	FINANCIAL STATEMENT	S384964876	
ER	EMPLOYMENT VERIFICATION	S385046900	
PC	REHAB AUTHORIZATION	S385669041	
AR	DEATH CERTIFICATE	S385709210	
AWG	GARNISHMENT INFORMATION-POE	S385743887	
AWG	EMPLOYMENT VERIFICATION	S385808031	
PC	LETTER OF JUSTIFICATION-PROGRAM	S386046711	
PC	CONSOLIDATION APPLICATION	S386046711	
AC	COMPROMISE LTR OF EXPLANATION	S386629398	
AC	COMPROMISE LTR OF EXPLANATION	S386629398	
CD	PAYMENT INFORMATION	S386629398	
AWG	FINANCIAL STATEMENT	S386765800	
AWG	GARNISHMENT INFORMATION-POE	S387905992	
PC	LETTER OF JUSTIFICATION-PROGRAM	S388767649	
DP	THIRD PARTY AUTHORIZATION	S389447434	
MIS	MAIL RETURN	S389801048	
AWG	FINANCIAL STATEMENT	S391408521	
PC	CONSOLIDATION APPLICATION	S391863807	
PC	REHAB AUTHORIZATION	S392522081	
AWG	FINANCIAL STATEMENT	S392963731	

AWG	PAYSTUBS-AWG	S392963731	
AWG	EMPLOYMENT VERIFICATION	S393901500	
AWG	PAYSTUBS-AWG	S393966421	
AR	DEATH CERTIFICATE	S394787156	
AWG	GARNISHMENT INFORMATION-POE	S394903260	
TPR	OTHER	S394987271	
PC	LETTER OF JUSTIFICATION-PROGRAM	S395982596	
PC	LETTER OF JUSTIFICATION-PROGRAM	S395982596	
AR	BANKRUPTCY 1ST MEET & LIST	S396787881	
AR	BANKRUPTCY 1ST MEET & LIST	S396787881	
CD	CEASE COMMUNICATIONS	S396807064	
AR	OTHER	S397568007	
AR	DISABILITY 1845 FORM	S397600198	
AR	DEATH CERTIFICATE	S397687716	
AWG	GARNISHMENT INFORMATION-POE	S397786615	
AR	DEATH CERTIFICATE	S398621039	
AWG	REQUEST FOR HEARING	S399748824	
AWG	PAYMENT AGREE LTR RECV	S399948670	
AWG	GARNISHMENT INFORMATION-POE	S400334310	
AWG	GARNISHMENT INFORMATION-POE	S400522333	
AWG	EMPLOYMENT VERIFICATION	S401040314	
AWG	PAYMENT AGREE LTR RECV	S401218731	
AWG	GARNISHMENT INFORMATION-POE	S401356583	
AR	DISABILITY 1845 FORM	S401743074	
PC	CONSOLIDATION APPLICATION	S402087909	
AWG	FINANCIAL STATEMENT	S402258808	
AWG	OTHER	S402258808	
TPR	THIRD PARTY AUTHORIZATION	S402258808	
AWG	FINANCIAL STATEMENT	S403024184	
AR	DISABILITY 1845 FORM	S403024287	
PC	LETTER OF JUSTIFICATION-PROGRAM	S403450426	
PC	LETTER OF JUSTIFICATION-PROGRAM	S403925874	
AR	DISABILITY 1845 FORM	S403967982	
PC	REHAB AUTHORIZATION	S404088442	
ER	EMPLOYMENT VERIFICATION	S404153055	
AWG	GARNISHMENT INFORMATION-POE	S405061014	
AWG	GARNISHMENT INFORMATION-POE	S405061014	
AWG	EMPLOYMENT VERIFICATION	S405061014	
AWG	GARNISHMENT INFORMATION-POE	S405061014	
PC	LETTER OF JUSTIFICATION-PROGRAM	S406110449	
PC	CONSOLIDATION APPLICATION	S406110449	
PC	CONSOLIDATION APPLICATION	S406110449	
PC	LETTER OF JUSTIFICATION-PROGRAM	S406350695	
AR	DISABILITY 1845 FORM	S406725468	
PC	REHAB AUTHORIZATION	S406865942	
BL	CANNOT PAY	S407041633	
AWG	GARNISHMENT INFORMATION-POE	S407041633	
AWG	FINANCIAL STATEMENT	S407194158	
AWG	REQUEST FOR HEARING	S407901879	
AR	DEATH CERTIFICATE	S407966755	
AR	DISABILITY 1845 FORM	S408117263	
AR	DISABILITY 1845 FORM	S408392588	
PC	CONSOLIDATION APPLICATION	S408452511	
AWG	GARNISHMENT INFORMATION-POE	S408618047	
AR	DISABILITY 1845 FORM	S409064950	
AR	DRIVERS LICENSE/SSN CARD	S409064950	
AR	DISABILITY 1845 FORM	S409064950	
AR	DEATH CERTIFICATE	S409573627	

PC	REHAB AUTHORIZATION	S409609753	
AWG	GARNISHMENT INFORMATION-POE	S410272731	
PC	CONSOLIDATION APPLICATION	S410277147	
AWG	FINANCIAL STATEMENT	S410396761	
RPY	PAYMENT INFORMATION	S410396761	
PC	REHAB AUTHORIZATION	S410414305	
PC	CONSOLIDATION APPLICATION	S410414305	
AR	DISABILITY 1845 FORM	S411174784	
PC	LETTER OF JUSTIFICATION-PROGRAM	S411413618	
PC	LETTER OF JUSTIFICATION-PROGRAM	S411413618	
AWG	GARNISHMENT INFORMATION-POE	S411988761	
DP	THIRD PARTY AUTHORIZATION	S412575453	
AR	DISABILITY 1845 FORM	S413190642	
AWG	REQUEST FOR HEARING	S413535616	
ER	EMPLOYMENT VERIFICATION	S413868440	
AWG	GARNISHMENT INFORMATION-POE	S414174841	
CPL	COMPLAINT	S414219223	
CD	CEASE COMMUNICATIONS	S414219223	
CD	CEASE COMMUNICATIONS	S414219223	
AR	DEATH CERTIFICATE	S414393898	
AWG	FINANCIAL STATEMENT	S414499297	
TPR	THIRD PARTY AUTHORIZATION	S414499297	
AWG	GARNISHMENT INFORMATION-POE	S414530243	
AR	DEATH CERTIFICATE	S414684073	
AWG	EMPLOYMENT VERIFICATION	S415195063	
ER	EMPLOYMENT VERIFICATION	S415212738	
AR	DISABILITY 1845 FORM	S415473234	
AR	DISABILITY 1845 FORM	S415473234	
AWG	GARNISHMENT INFORMATION-POE	S415590386	
AR	DISABILITY 1845 FORM	S415906363	
AWG	EMPLOYMENT VERIFICATION	S416801696	
AWG	EMPLOYMENT VERIFICATION	S416964597	
AR	DEATH CERTIFICATE	S416996487	
PC	REHAB AUTHORIZATION	S417110361	
PC	LETTER OF JUSTIFICATION-PROGRAM	S417172272	
PC	CONSOLIDATION APPLICATION	S417172272	
PC	LETTER OF JUSTIFICATION-PROGRAM	S417193850	
TPR	3RD PARTY CORRESPONDENCE	S417901213	
PC	CONSOLIDATION APPLICATION	S418042136	
AR	DEATH CERTIFICATE	S418211845	
PC	CONSOLIDATION APPLICATION	S418764059	
AR	UNOFFICIAL DEATH INFORMATION	S418842475	
AWG	PAYSTUBS-AWG	S419025807	
AWG	EMPLOYMENT VERIFICATION	S419178335	
AR	DEATH CERTIFICATE	S419447346	
AWG	GARNISHMENT INFORMATION-POE	S419624891	
AR	DEATH CERTIFICATE	S419768892	
AR	DEATH CERTIFICATE	S419840313	
AWG	GARNISHMENT INFORMATION-POE	S419965330	
AWG	EMPLOYMENT VERIFICATION	S419965444	
AR	DEATH CERTIFICATE	S419988260	
PC	LETTER OF JUSTIFICATION-PROGRAM	S420069198	
PC	LETTER OF JUSTIFICATION-PROGRAM	S420984763	
PC	CONSOLIDATION APPLICATION	S420984763	
ER	EMPLOYMENT VERIFICATION	S421022614	
AWG	GARNISHMENT INFORMATION-BRWR	S421085701	
AWG	EMPLOYMENT VERIFICATION	S421133629	
ER	EMPLOYMENT VERIFICATION	S421238186	

AWG	GARNISHMENT INFORMATION-POE	S421648197	
PC	LETTER OF JUSTIFICATION-PROGRAM	S422237592	
PC	CONSOLIDATION APPLICATION	S422237592	
PC	LETTER OF JUSTIFICATION-PROGRAM	S422237592	
AWG	EMPLOYMENT VERIFICATION	S422354432	
ER	EMPLOYMENT VERIFICATION	S422354432	
AR	DISABILITY 1845 FORM	S422626874	
AWG	FINANCIAL STATEMENT	S423067593	
AWG	FINANCIAL STATEMENT	S423067593	
AWG	FINANCIAL STATEMENT	S423069809	
AWG	GARNISHMENT INFORMATION-POE	S423069809	
DP	THIRD PARTY AUTHORIZATION	S423069809	
AWG	PAYMENT AGREE LTR RECV	S423069809	
AWG	OTHER	S423069809	
PC	PROGRAM CORRESPONDENCE	S423298089	
PC	PROGRAM CORRESPONDENCE	S423298089	
AR	DISABILITY 1845 FORM	S423542733	
AR	DEATH CERTIFICATE	S423822230	
AR	UNOFFICIAL DEATH INFORMATION	S423822230	
AWG	FINANCIAL STATEMENT	S423847570	
AWG	PAYSTUBS-AWG	S423847570	
AR	DEATH CERTIFICATE	S425158949	
AWG	GARNISHMENT INFORMATION-POE	S425271367	
AWG	GARNISHMENT INFORMATION-POE	S425271367	
AWG	GARNISHMENT INFORMATION-POE	S425271367	
AWG	GARNISHMENT INFORMATION-POE	S425271367	
AWG	GARNISHMENT INFORMATION-POE	S425271367	
PC	CONSOLIDATION APPLICATION	S425296454	
ER	EMPLOYMENT VERIFICATION	S425459792	
AWG	GARNISHMENT INFORMATION-POE	S425676322	
AWG	GARNISHMENT INFORMATION-POE	S425676322	
AR	DISABILITY 1845 FORM	S425902905	
AR	DISABILITY 1845 FORM	S425902905	
PC	LETTER OF JUSTIFICATION-PROGRAM	S427151143	
AWG	PAYMENT AGREE LTR RECV	S427190211	
AR	DEATH CERTIFICATE	S427210916	
PC	LETTER OF JUSTIFICATION-PROGRAM	S427983919	
AWG	GARNISHMENT INFORMATION-POE	S428212505	
AR	DISABILITY 1845 FORM	S430158708	
PC	REHAB AUTHORIZATION	S430573019	
AWG	REQUEST FOR HEARING	S430674518	
AWG	GARNISHMENT INFORMATION-POE	S430799347	
AWG	GARNISHMENT INFORMATION-POE	S431152696	
PC	REHAB AUTHORIZATION	S431258782	
BL	OTHER	S431319488	
AWG	GARNISHMENT INFORMATION-POE	S431599437	
AR	DEATH CERTIFICATE	S431644757	
MIS	OTHER	S432027034	
AWG	GARNISHMENT INFORMATION-POE	S432178854	
PC	REHAB AUTHORIZATION	S432279187	
AR	DISABILITY 1845 FORM	S432415504	
AR	DEATH CERTIFICATE	S433046344	
PC	LETTER OF JUSTIFICATION-PROGRAM	S433239276	
PC	CONSOLIDATION APPLICATION	S433239276	
ER	EMPLOYMENT VERIFICATION	S433375124	
PC	CONSOLIDATION APPLICATION	S433534923	
AWG	PAYSTUBS-AWG	S433610787	
AR	DEATH CERTIFICATE	S433682766	

RPY	CANNOT PAY	S433747154	
AR	DEATH CERTIFICATE	S433860969	
ER	EMPLOYMENT VERIFICATION	S434156610	
ER	EMPLOYMENT VERIFICATION	S434179727	
AWG	FINANCIAL STATEMENT	S434199260	
AWG	EMPLOYMENT VERIFICATION	S434650491	
DP	THIRD PARTY AUTHORIZATION	S434673244	
PC	REHAB AUTHORIZATION	S434673244	
AR	INCARCERATION VERIFICATION	S434677456	
AR	DEATH CERTIFICATE	S434860838	
ER	EMPLOYMENT VERIFICATION	S435049479	
AR	DEATH CERTIFICATE	S435198039	
ER	EMPLOYMENT VERIFICATION	S435198471	
AR	DEATH CERTIFICATE	S435230765	
ER	EMPLOYMENT VERIFICATION	S435235072	
ER	EMPLOYMENT VERIFICATION	S435298122	
PC	LETTER OF JUSTIFICATION-PROGRAM	S435339433	
PC	CONSOLIDATION APPLICATION	S435339433	
PC	REHAB AUTHORIZATION	S435413352	
DV	3RD PARTY CORRESPONDENCE	S435474884	
AR	DEATH CERTIFICATE	S435511735	
PC	REHAB AUTHORIZATION	S435531702	
AR	DEATH CERTIFICATE	S435588489	
AWG	GARNISHMENT INFORMATION-POE	S435635777	
AR	DISABILITY 1845 FORM	S435724925	
ER	EMPLOYMENT VERIFICATION	S436111709	
TPR	3RD PARTY CORRESPONDENCE	S436136334	
ER	EMPLOYMENT VERIFICATION	S436230161	
PC	CONSOLIDATION APPLICATION	S436275766	
AR	DEATH CERTIFICATE	S436316519	
PC	LETTER OF JUSTIFICATION-PROGRAM	S436355876	
ER	EMPLOYMENT VERIFICATION	S436416731	
PC	CONSOLIDATION APPLICATION	S436572607	
AWG	FINANCIAL STATEMENT	S436574433	
PC	THIRD PARTY AUTHORIZATION	S436598985	
PC	CONSOLIDATION APPLICATION	S436598985	
PC	REHAB AUTHORIZATION	S436598985	
AR	DEATH CERTIFICATE	S436704791	
AR	DEATH CERTIFICATE	S436786356	
AC	ATTORNEY	S436947219	
AWG	REQUEST FOR HEARING	S436947219	
AR	DEATH CERTIFICATE	S436949162	
AR	DEATH CERTIFICATE	S436984861	
PC	CONSOLIDATION APPLICATION	S437215532	
PC	LETTER OF JUSTIFICATION-PROGRAM	S437215532	
AR	DEATH CERTIFICATE	S437239100	
MIS	ED LTR TO POSTMASTER	S437319933	
AR	DEATH CERTIFICATE	S437458768	
AWG	EMPLOYMENT VERIFICATION	S437969714	
PC	CONSOLIDATION APPLICATION	S438111196	
PC	LETTER OF JUSTIFICATION-PROGRAM	S438217940	
AR	DEATH CERTIFICATE	S438273044	
PC	PROGRAM CORRESPONDENCE	S438311954	
PC	CONSOLIDATION APPLICATION	S438311954	
AR	DEATH CERTIFICATE	S438516635	
PC	REHAB AUTHORIZATION	S438729020	
RPY	OTHER	S438729020	
AR	DEATH CERTIFICATE	S438745636	

AR	DISABILITY 1845 FORM	S438844118	
PC	LETTER OF JUSTIFICATION-PROGRAM	S439020523	
AR	UNOFFICIAL DEATH INFORMATION	S439089295	
AWG	GARNISHMENT INFORMATION-POE	S439278027	
PC	CONSOLIDATION APPLICATION	S439318546	
ER	EMPLOYMENT VERIFICATION	S439372826	
ER	EMPLOYMENT VERIFICATION	S439372826	
AWG	EMPLOYMENT VERIFICATION	S439391558	
ER	EMPLOYMENT VERIFICATION	S439391558	
AR	DISABILITY 1845 FORM	S439418341	
AR	UNOFFICIAL DEATH INFORMATION	S439801800	
AR	DEATH CERTIFICATE	S439808090	
AWG	GARNISHMENT INFORMATION-POE	S439906655	
AWG	GARNISHMENT INFORMATION-POE	S439945683	
AR	DEATH CERTIFICATE	S440689058	
AWG	FINANCIAL STATEMENT	S441702051	
PC	REHAB AUTHORIZATION	S441744120	
AWG	FINANCIAL STATEMENT	S441820735	
AWG	OTHER	S441820735	
AR	DEATH CERTIFICATE	S442589686	
AWG	GARNISHMENT INFORMATION-POE	S442761410	
AWG	REQUEST FOR HEARING	S442763414	
AR	DEATH CERTIFICATE	S443707171	
AWG	FINANCIAL STATEMENT	S443804965	
PC	LETTER OF JUSTIFICATION-PROGRAM	S443968960	
PC	CONSOLIDATION APPLICATION	S443968960	
AWG	REQUEST FOR HEARING	S444629818	
AWG	OTHER	S444629818	
AC	PAYMENT INFORMATION	S445705466	
PC	REHAB AUTHORIZATION	S446448811	
AR	DISABILITY 1845 FORM	S446569697	
AR	DISABILITY 1845 FORM	S446628603	
PC	REHAB AUTHORIZATION	S446926559	
AWG	GARNISHMENT INFORMATION-POE	S447702487	
AWG	GARNISHMENT INFORMATION-POE	S448626633	
AWG	GARNISHMENT INFORMATION-POE	S448626633	
PC	LETTER OF JUSTIFICATION-PROGRAM	S449131164	
AR	OTHER	S449317479	
PC	CONSOLIDATION APPLICATION	S449905097	
PC	LETTER OF JUSTIFICATION-PROGRAM	S449905097	
ER	EMPLOYMENT VERIFICATION	S450295090	
AWG	REQUEST FOR HEARING	S450356702	
AWG	GARNISHMENT INFORMATION-POE	S450356702	
DV	DISPUTES	S450534613	
AR	DEATH CERTIFICATE	S450695145	
ER	EMPLOYMENT VERIFICATION	S451152381	
RPY	DRIVERS LICENSE/SSN CARD	S451212788	
ER	EMPLOYMENT VERIFICATION	S451355016	
AWG	FINANCIAL STATEMENT	S451451516	
AWG	EMPLOYMENT VERIFICATION	S451733461	
DV	OTHER	S452279348	
AR	DISABILITY 1845 FORM	S452335005	
AWG	GARNISHMENT INFORMATION-POE	S452359472	
PC	PAYSTUBS-PROGRAMS	S452672068	
AWG	EMPLOYMENT VERIFICATION	S453373990	
PC	REHAB AUTHORIZATION	S453731830	
PC	REHAB AUTHORIZATION	S453935972	
PC	REHAB AUTHORIZATION	S454046749	

AR	DISABILITY 1845 FORM	S454048716	
TPR	3RD PARTY CORRESPONDENCE	S454292117	
PC	CONSOLIDATION APPLICATION	S454297724	
ER	EMPLOYMENT VERIFICATION	S454314412	
ER	EMPLOYMENT VERIFICATION	S454314412	
AWG	GARNISHMENT INFORMATION-POE	S454412659	
AWG	GARNISHMENT INFORMATION-POE	S454455160	
AR	BANKRUPTCY 1ST MEET & LIST	S454679405	
DP	THIRD PARTY AUTHORIZATION	S455658676	
DP	THIRD PARTY AUTHORIZATION	S455658676	
ER	EMPLOYMENT VERIFICATION	S455672215	
ER	EMPLOYMENT VERIFICATION	S455692628	
ER	EMPLOYMENT VERIFICATION	S455692628	
PC	LETTER OF JUSTIFICATION-PROGRAM	S455733539	
AWG	EMPLOYMENT VERIFICATION	S456048268	
AR	DEATH CERTIFICATE	S456217021	
CD	CEASE COMMUNICATIONS	S456274570	
CPL	COMPLAINT	S456274570	
CD	CEASE COMMUNICATIONS	S456274570	
ER	EMPLOYMENT VERIFICATION	S456353051	
AWG	PAYSTUBS-AWG	S456499508	
PC	CONSOLIDATION APPLICATION	S456653768	
PC	CONSOLIDATION APPLICATION	S457089250	
ER	EMPLOYMENT VERIFICATION	S457612316	
PC	REHAB AUTHORIZATION	S457826330	
AWG	EMPLOYMENT VERIFICATION	S457940641	
AWG	GARNISHMENT INFORMATION-POE	S457940641	
AWG	FINANCIAL STATEMENT	S458157969	
AR	INCARCERATION VERIFICATION	S458271539	
PC	LETTER OF JUSTIFICATION-PROGRAM	S458558343	
AR	DEATH CERTIFICATE	S458605492	
PC	REHAB AUTHORIZATION	S458724937	
AWG	FINANCIAL STATEMENT	S458770471	
PC	REHAB AUTHORIZATION	S459531366	
AWG	EMPLOYMENT VERIFICATION	S459982070	
ER	EMPLOYMENT VERIFICATION	S460458833	
AWG	EMPLOYMENT VERIFICATION	S460458833	
ER	EMPLOYMENT VERIFICATION	S460470376	
TPR	3RD PARTY CORRESPONDENCE	S460479632	
TPR	3RD PARTY CORRESPONDENCE	S460479632	
MIS	MAIL RETURN	S460479632	
PC	REHAB AUTHORIZATION	S461833139	
BL	OTHER	S462179428	
AWG	PAYSTUBS-AWG	S462393955	
AWG	REQUEST FOR HEARING	S462499676	
DV	DISPUTES	S462551245	
AR	DEATH CERTIFICATE	S462686743	
RPY	PAYMENT PLAN REQUESTED	S463155388	
PC	REHAB AUTHORIZATION	S463176248	
AWG	EMPLOYMENT VERIFICATION	S463218207	
AWG	GARNISHMENT INFORMATION-POE	S463218207	
AWG	GARNISHMENT INFORMATION-POE	S463218207	
AWG	GARNISHMENT INFORMATION-POE	S463437780	
AWG	EMPLOYMENT VERIFICATION	S463531661	
AWG	REQUEST FOR HEARING	S463717077	
AWG	GARNISHMENT INFORMATION-POE	S463858450	
BL	INCARCERATION VERIFICATION	S464255467	
AR	INCARCERATION VERIFICATION	S464255467	

AR	OTHER	S464255467	
BL	PAYMENT INFORMATION	S464317353	
AWG	GARNISHMENT INFORMATION-POE	S464550410	
ER	EMPLOYMENT VERIFICATION	S465179819	
AR	DEATH CERTIFICATE	S465198624	
ER	EMPLOYMENT VERIFICATION	S465452036	
PC	CONSOLIDATION APPLICATION	S465556227	
AR	DISABILITY 1845 FORM	S465770151	
PC	LETTER OF JUSTIFICATION-PROGRAM	S466136642	
ER	EMPLOYMENT VERIFICATION	S466319812	
AWG	REQUEST FOR HEARING	S466491398	
DV	DISPUTES	S466680335	
AR	DEATH CERTIFICATE	S466756880	
AWG	PAYSTUBS-AWG	S466758796	
AWG	GARNISHMENT INFORMATION-POE	S466758796	
AWG	OTHER	S466758796	
DP	THIRD PARTY AUTHORIZATION	S466758796	
PC	LETTER OF JUSTIFICATION-PROGRAM	S466790393	
DV	DISPUTES	S466842048	
PC	CONSOLIDATION APPLICATION	S467298369	
AR	DEATH CERTIFICATE	S467452995	
AWG	GARNISHMENT INFORMATION-POE	S467880463	
MIS	PAYMENT INFORMATION	S469826868	
PC	LETTER OF JUSTIFICATION-PROGRAM	S469869953	
PC	CONSOLIDATION APPLICATION	S469869953	
AR	BANKRUPTCY DISCHARGE	S469904524	
ER	EMPLOYMENT VERIFICATION	S470044785	
AWG	GARNISHMENT INFORMATION-POE	S470865216	
AWG	REQUEST FOR HEARING	S471025109	
CPL	COMPLAINT	S471233535	
AWG	PAYMENT AGREE LTR RECV	S471782318	
TPR	THIRD PARTY AUTHORIZATION	S472963970	
AR	DISABILITY 1845 FORM	S473721977	
AC	REHAB AUTHORIZATION	S474060560	
PC	CONSOLIDATION APPLICATION	S474646948	
AWG	REQUEST FOR HEARING	S474847433	
AR	DISABILITY 1845 FORM	S476502522	
AR	DEATH CERTIFICATE	S477483304	
DP	THIRD PARTY AUTHORIZATION	S477841811	
AWG	GARNISHMENT INFORMATION-POE	S479131757	
PC	CONSOLIDATION APPLICATION	S479785067	
PC	REHAB AUTHORIZATION	S479921785	
AWG	GARNISHMENT INFORMATION-POE	S480153990	
AR	DEATH CERTIFICATE	S480707460	
AR	DISABILITY 1845 FORM	S480842545	
AR	DISABILITY 1845 FORM	S480842545	
AR	DISABILITY 1845 FORM	S481300512	
AR	DISABILITY 1845 FORM	S481300512	
AR	DISABILITY 1845 FORM	S481300512	
BL	PAYMENT INFORMATION	S481601817	
AWG	REQUEST FOR HEARING	S481845943	
AR	DISABILITY 1845 FORM	S481902282	
AWG	GARNISHMENT INFORMATION-POE	S481942172	
PC	TAX RETURN	S481989265	
PC	LETTER OF JUSTIFICATION-PROGRAM	S482781476	
PC	CONSOLIDATION APPLICATION	S482781476	
PC	CONSOLIDATION APPLICATION	S482781476	
PC	CONSOLIDATION APPLICATION	S482781476	

AR	DISABILITY 1845 FORM	S482824213	
AWG	GARNISHMENT INFORMATION-POE	S482941466	
AR	BANKRUPTCY 1ST MEET & LIST	S483042938	
AR	BANKRUPTCY 1ST MEET & LIST	S483042938	
AR	BANKRUPTCY 1ST MEET & LIST	S483042938	
AR	BANKRUPTCY 1ST MEET & LIST	S483042938	
AWG	GARNISHMENT INFORMATION-POE	S483064565	
AWG	EMPLOYMENT VERIFICATION	S483157587	
AWG	GARNISHMENT INFORMATION-POE	S483157587	
PC	REHAB AUTHORIZATION	S483984505	
ER	EMPLOYMENT VERIFICATION	S484988637	
AWG	EMPLOYMENT VERIFICATION	S485842272	
PC	LETTER OF JUSTIFICATION-PROGRAM	S485882728	
DP	THIRD PARTY AUTHORIZATION	S485882728	
PC	CONSOLIDATION APPLICATION	S485882728	
AWG	PAYMENT AGREE LTR RECV	S485886092	
PC	REHAB AUTHORIZATION	S485886092	
AR	DEATH CERTIFICATE	S486468498	
PC	CONSOLIDATION APPLICATION	S486682019	
AR	MAIL RETURN	S487329058	
AR	DEATH CERTIFICATE	S487668883	
AR	DEATH CERTIFICATE	S488584097	
PC	LETTER OF JUSTIFICATION-PROGRAM	S488902973	
AR	DISABILITY 1845 FORM	S489722324	
ER	EMPLOYMENT VERIFICATION	S489767517	
ER	EMPLOYMENT VERIFICATION	S489828006	
ER	EMPLOYMENT VERIFICATION	S489860948	
PC	LETTER OF JUSTIFICATION-PROGRAM	S490702709	
AWG	PAYSTUBS-AWG	S490820159	
DP	THIRD PARTY AUTHORIZATION	S491171486	
AR	DISABILITY 1845 FORM	S491641801	
PC	LETTER OF JUSTIFICATION-PROGRAM	S491746290	
PC	CONSOLIDATION APPLICATION	S491746290	
PC	PROGRAM CORRESPONDENCE	S492860552	
AR	DISABILITY 1845 FORM	S493541143	
ER	EMPLOYMENT VERIFICATION	S493920914	
ER	EMPLOYMENT VERIFICATION	S493940039	
DV	DISPUTES	S494788289	
AR	DISABILITY 1845 FORM	S495726319	
AR	DISABILITY 1845 FORM	S495726319	
AR	OTHER	S495726319	
AWG	EMPLOYMENT VERIFICATION	S495804695	
AWG	GARNISHMENT INFORMATION-POE	S495804695	
AR	DISABILITY 1845 FORM	S497500666	
AR	DISABILITY 1845 FORM	S497500666	
AR	BANKRUPTCY 1ST MEET & LIST	S498747620	
AWG	EMPLOYMENT VERIFICATION	S498889511	
ER	EMPLOYMENT VERIFICATION	S498889511	
BL	CANNOT PAY	S499100331	
PC	PROGRAM CORRESPONDENCE	S499100331	
PC	CONSOLIDATION APPLICATION	S500606132	
AR	DISABILITY 1845 FORM	S501569427	
PC	CONSOLIDATION APPLICATION	S501849225	
ER	EMPLOYMENT VERIFICATION	S501987219	
PC	REHAB AUTHORIZATION	S503041249	
AWG	GARNISHMENT INFORMATION-POE	S503117518	
AWG	GARNISHMENT INFORMATION-POE	S503117518	
RPY	FINANCIAL STATEMENT	S503708509	

ER	EMPLOYMENT VERIFICATION	S503869734	
ER	EMPLOYMENT VERIFICATION	S504022814	
PC	REHAB AUTHORIZATION	S504110379	
DV	DISPUTES	S504642016	
AR	OTHER	S504642778	
DP	THIRD PARTY AUTHORIZATION	S504642778	
AR	DISABILITY 1845 FORM	S504642778	
AR	DISABILITY 1845 FORM	S504642778	
AR	DEATH CERTIFICATE	S505769313	
AR	DISABILITY 1845 FORM	S507645129	
PC	REHAB AUTHORIZATION	S507686828	
AWG	FINANCIAL STATEMENT	S508069312	
AWG	FINANCIAL STATEMENT	S508069312	
AWG	FINANCIAL STATEMENT	S508085317	
AWG	EMPLOYMENT VERIFICATION	S508085432	
AWG	GARNISHMENT INFORMATION-POE	S508130090	
AR	DEATH CERTIFICATE	S508829303	
BL	DISPUTES	S508840071	
PC	REHAB AUTHORIZATION	S508885640	
AR	DISABILITY 1845 FORM	S509608691	
TPR	THIRD PARTY AUTHORIZATION	S509666546	
ER	EMPLOYMENT VERIFICATION	S509802267	
PC	REHAB AUTHORIZATION	S510868016	
PC	LETTER OF JUSTIFICATION-PROGRAM	S510920053	
PC	REHAB AUTHORIZATION	S512626618	
AR	DEATH CERTIFICATE	S512685692	
AR	DISABILITY 1845 FORM	S513449373	
AR	DISABILITY 1845 FORM	S513449373	
AR	DISABILITY 1845 FORM	S513449373	
AR	INCARCERATION VERIFICATION	S513705632	
AWG	GARNISHMENT INFORMATION-POE	S514669727	
AWG	GARNISHMENT INFORMATION-POE	S514669727	
AR	BANKRUPTCY 1ST MEET & LIST	S514669927	
AWG	GARNISHMENT INFORMATION-POE	S514766590	
AWG	FINANCIAL STATEMENT	S515042665	
AWG	PAYMENT AGREE LTR RECV	S515042665	
ER	EMPLOYMENT VERIFICATION	S515683386	
AWG	GARNISHMENT INFORMATION-POE	S515703998	
AWG	GARNISHMENT INFORMATION-POE	S515703998	
AWG	EMPLOYMENT VERIFICATION	S515708500	
PC	REHAB AUTHORIZATION	S515782625	
PC	REHAB AUTHORIZATION	S515782625	
AR	DEATH CERTIFICATE	S515887376	
PC	CONSOLIDATION APPLICATION	S516844680	
PC	REHAB AUTHORIZATION	S516844680	
AR	INCARCERATION VERIFICATION	S516883142	
ER	EMPLOYMENT VERIFICATION	S517942220	
ER	EMPLOYMENT VERIFICATION	S518082882	
AWG	REQUEST FOR HEARING	S518339630	
BL	PAYMENT PLAN REQUESTED	S518964168	
PC	CONSOLIDATION APPLICATION	S519114082	
PC	PROGRAM CORRESPONDENCE	S519548946	
AC	ATTORNEY	S521064716	
PC	OTHER	S521069251	
AWG	FINANCIAL STATEMENT	S521150957	
AWG	PAYSTUBS-AWG	S521210886	
DP	THIRD PARTY AUTHORIZATION	S521210886	
AR	DISABILITY 1845 FORM	S521527147	

PC	LETTER OF JUSTIFICATION-PROGRAM	S521694152	
AR	DISABILITY 1845 FORM	S521703177	
AR	DISABILITY 1845 FORM	S521703177	
AR	DEATH CERTIFICATE	S521764499	
ER	EMPLOYMENT VERIFICATION	S522117533	
AWG	FINANCIAL STATEMENT	S522438300	
AR	DEATH CERTIFICATE	S522611671	
AWG	ED LTR TO POSTMASTER	S522908337	
AR	DEATH CERTIFICATE	S523133870	
ER	EMPLOYMENT VERIFICATION	S523271760	
PC	CONSOLIDATION APPLICATION	S523315053	
PC	CONSOLIDATION APPLICATION	S523378221	
PC	PROGRAM CORRESPONDENCE	S523378221	
PC	REHAB AUTHORIZATION	S523787508	
AR	DEATH CERTIFICATE	S524082405	
AWG	REQUEST FOR HEARING	S524138437	
PC	LETTER OF JUSTIFICATION-PROGRAM	S524216013	
AWG	EMPLOYMENT VERIFICATION	S524293489	
AWG	EMPLOYMENT VERIFICATION	S524518328	
PC	REHAB AUTHORIZATION	S524632969	
PC	CONSOLIDATION APPLICATION	S524644656	
PC	CONSOLIDATION APPLICATION	S525069522	
PC	REHAB AUTHORIZATION	S525069522	
PC	REHAB AUTHORIZATION	S525117206	
AR	BANKRUPTCY 1ST MEET & LIST	S525893025	
PC	LETTER OF JUSTIFICATION-PROGRAM	S526042128	
PC	CONSOLIDATION APPLICATION	S526042128	
ER	EMPLOYMENT VERIFICATION	S526491157	
ER	EMPLOYMENT VERIFICATION	S526491403	
ER	EMPLOYMENT VERIFICATION	S526578527	
PC	LETTER OF JUSTIFICATION-PROGRAM	S526653784	
PC	CONSOLIDATION APPLICATION	S526653784	
MP	MISDIRECTED PAYMENT	S526653784	
PC	REHAB AUTHORIZATION	S526710220	
PC	REHAB AUTHORIZATION	S526710220	
AWG	EMPLOYMENT VERIFICATION	S526859200	
AWG	GARNISHMENT INFORMATION-POE	S526868833	
BL	PAYMENT INFORMATION	S526873005	
ER	EMPLOYMENT VERIFICATION	S526900485	
ER	EMPLOYMENT VERIFICATION	S526900485	
CPL	COMPLAINT	S527112156	
AR	DEATH CERTIFICATE	S527519776	
ER	EMPLOYMENT VERIFICATION	S527546336	
ER	EMPLOYMENT VERIFICATION	S527695725	
AR	DISABILITY 1845 FORM	S527713455	
PC	PAYSTUBS-PROGRAMS	S527836190	
PC	CONSOLIDATION APPLICATION	S527836190	
AWG	GARNISHMENT INFORMATION-POE	S527887587	
ER	EMPLOYMENT VERIFICATION	S527917654	
PC	LETTER OF JUSTIFICATION-PROGRAM	S527948633	
RPY	OTHER	S527958276	
DV	REQUEST DOCUMENTATION	S527993680	
DV	REQUEST DOCUMENTATION	S527993680	
ER	EMPLOYMENT VERIFICATION	S528231146	
ER	EMPLOYMENT VERIFICATION	S528257235	
AWG	GARNISHMENT INFORMATION-POE	S528514970	
AWG	EMPLOYMENT VERIFICATION	S528514970	
PC	REHAB AUTHORIZATION	S528745888	

AR	DISABILITY 1845 FORM	S529668744	
AR	DISABILITY 1845 FORM	S529668744	
PC	REHAB AUTHORIZATION	S529928494	
RPY	PAYMENT INFORMATION	S530337270	
AR	DISABILITY 1845 FORM	S530447842	
AWG	GARNISHMENT INFORMATION-POE	S530458765	
DP	THIRD PARTY AUTHORIZATION	S530628335	
AR	DEATH CERTIFICATE	S531568448	
AR	DEATH CERTIFICATE	S531568448	
AR	DEATH CERTIFICATE	S532195000	
AWG	REQUEST FOR HEARING	S532862276	
ER	EMPLOYMENT VERIFICATION	S533116530	
AWG	GARNISHMENT INFORMATION-POE	S533546103	
AWG	GARNISHMENT INFORMATION-POE	S533693160	
AWG	GARNISHMENT INFORMATION-POE	S533726038	
AWG	GARNISHMENT INFORMATION-POE	S534119907	
AR	DEATH CERTIFICATE	S534561828	
TPR	THIRD PARTY AUTHORIZATION	S534920239	
PC	LETTER OF JUSTIFICATION-PROGRAM	S535236322	
PC	CONSOLIDATION APPLICATION	S535236322	
AR	DEATH CERTIFICATE	S535564110	
PC	REHAB AUTHORIZATION	S536644077	
ER	EMPLOYMENT VERIFICATION	S536841716	
AWG	FINANCIAL STATEMENT	S537068967	
AR	DEATH CERTIFICATE	S537422585	
AWG	GARNISHMENT INFORMATION-POE	S538024798	
AWG	GARNISHMENT INFORMATION-POE	S538806017	
AR	DEATH CERTIFICATE	S538900286	
ER	EMPLOYMENT VERIFICATION	S538901634	
CD	CEASE COMMUNICATIONS	S538966591	
TPR	3RD PARTY CORRESPONDENCE	S539647335	
PC	TAX RETURN	S539768817	
AWG	GARNISHMENT INFORMATION-POE	S540043341	
PC	REHAB AUTHORIZATION	S540231409	
AWG	GARNISHMENT INFORMATION-POE	S540848643	
AWG	GARNISHMENT INFORMATION-POE	S540928941	
PC	LETTER OF JUSTIFICATION-PROGRAM	S541176925	
AWG	REQUEST FOR HEARING	S541828269	
ER	EMPLOYMENT VERIFICATION	S541828846	
PC	REHAB AUTHORIZATION	S541941275	
PC	REHAB AUTHORIZATION	S541941275	
AWG	EMPLOYMENT VERIFICATION	S542781593	
AWG	FINANCIAL STATEMENT	S543172507	
AWG	FINANCIAL STATEMENT	S543172507	
AR	DISABILITY 1845 FORM	S544607708	
PC	REHAB AUTHORIZATION	S544623001	
PC	LETTER OF JUSTIFICATION-PROGRAM	S544801085	
DP	PROGRAM CORRESPONDENCE	S544801085	
AR	DISABILITY 1845 FORM	S544907572	
MP	MISDIRECTED PAYMENT	S544941216	
PC	PROGRAM CORRESPONDENCE	S544941216	
PC	LETTER OF JUSTIFICATION-PROGRAM	S544941216	
AWG	FINANCIAL STATEMENT	S544967052	
AWG	FINANCIAL STATEMENT	S544967052	
AWG	PAYSTUBS-AWG	S544967052	
BL	OTHER	S545354537	
ER	EMPLOYMENT VERIFICATION	S545518500	
AWG	GARNISHMENT INFORMATION-POE	S545539752	

PC	LETTER OF JUSTIFICATION-PROGRAM	S545893662	
AWG	FINANCIAL STATEMENT	S546089668	
PC	LETTER OF JUSTIFICATION-PROGRAM	S546295335	
PC	CONSOLIDATION APPLICATION	S546295335	
PC	REHAB AUTHORIZATION	S546339635	
ER	EMPLOYMENT VERIFICATION	S546418425	
ER	EMPLOYMENT VERIFICATION	S546418425	
BL	OTHER	S546574823	
BL	OTHER	S546574823	
ER	EMPLOYMENT VERIFICATION	S546696787	
AWG	GARNISHMENT INFORMATION-POE	S546742520	
AWG	GARNISHMENT INFORMATION-POE	S546750190	
AR	INCARCERATION VERIFICATION	S547111271	
AR	DISABILITY 1845 FORM	S547170309	
PC	REHAB AUTHORIZATION	S547251731	
AWG	PAYSTUBS-AWG	S547317068	
AWG	PAYSTUBS-AWG	S547317068	
PC	CONSOLIDATION APPLICATION	S547733082	
AWG	PAYSTUBS-AWG	S547975061	
AWG	PAYSTUBS-AWG	S547975061	
PC	REHAB AUTHORIZATION	S548689467	
AWG	GARNISHMENT INFORMATION-POE	S548754292	
AR	DEATH CERTIFICATE	S548766226	
AR	DISABILITY 1845 FORM	S549083230	
AR	DEATH CERTIFICATE	S549130005	
RPY	CANNOT PAY	S549593829	
AWG	GARNISHMENT INFORMATION-POE	S549738042	
TPR	3RD PARTY CORRESPONDENCE	S549764873	
AWG	PAYMENT AGREE LTR RECV	S549799275	
AR	UNOFFICIAL DEATH INFORMATION	S549969680	
AR	DEATH CERTIFICATE	S549969680	
CPL	COMPLAINT	S550456241	
PC	CONSOLIDATION APPLICATION	S550457242	
PC	REHAB AUTHORIZATION	S550457242	
AWG	PAYMENT AGREE LTR RECV	S550656951	
CD	CEASE COMMUNICATIONS	S550702210	
CD	CEASE COMMUNICATIONS	S550702210	
PC	LETTER OF JUSTIFICATION-PROGRAM	S550833345	
PC	LETTER OF JUSTIFICATION-PROGRAM	S550885261	
AR	INCARCERATION VERIFICATION	S551022385	
AR	OTHER	S551023583	
ER	EMPLOYMENT VERIFICATION	S551314270	
AR	DISABILITY 1845 FORM	S551350493	
AR	DISABILITY 1845 FORM	S551350493	
AWG	GARNISHMENT INFORMATION-POE	S551552001	
PC	REHAB AUTHORIZATION	S551984146	
ER	EMPLOYMENT VERIFICATION	S552256328	
ER	EMPLOYMENT VERIFICATION	S552256328	
TPR	THIRD PARTY AUTHORIZATION	S552377912	
BL	GARNISHMENT INFORMATION-POE	S552737543	
PC	LETTER OF JUSTIFICATION-PROGRAM	S553158365	
AR	DISABILITY 1845 FORM	S554049366	
AWG	PAYMENT AGREE LTR RECV	S554238041	
AWG	GARNISHMENT INFORMATION-POE	S554279600	
DV	DISPUTES	S554578261	
ER	EMPLOYMENT VERIFICATION	S555042195	
ER	EMPLOYMENT VERIFICATION	S555116471	
DP	THIRD PARTY AUTHORIZATION	S555194692	

AWG	EMPLOYMENT VERIFICATION	S555257728	
PC	CONSOLIDATION APPLICATION	S555312272	
ER	EMPLOYMENT VERIFICATION	S555412766	
ER	EMPLOYMENT VERIFICATION	S555412766	
AR	DEATH CERTIFICATE	S555726157	
AWG	GARNISHMENT INFORMATION-POE	S555812551	
AR	DISABILITY 1845 FORM	S555846426	
DV	DISPUTES	S555977480	
AWG	GARNISHMENT INFORMATION-POE	S556293583	
AWG	EMPLOYMENT VERIFICATION	S556491329	
BL	PAYMENT INFORMATION	S556554030	
AR	DEATH CERTIFICATE	S556579349	
ER	EMPLOYMENT VERIFICATION	S556806006	
AWG	EMPLOYMENT VERIFICATION	S556876323	
TPR	3RD PARTY CORRESPONDENCE	S557257640	
AR	DEATH CERTIFICATE	S557351860	
ER	EMPLOYMENT VERIFICATION	S557435112	
PC	LETTER OF JUSTIFICATION-PROGRAM	S557590546	
AR	DISABILITY 1845 FORM	S557822969	
AR	DISABILITY 1845 FORM	S557822969	
AR	DISABILITY 1845 FORM	S557822969	
AWG	FINANCIAL STATEMENT	S558199635	
PC	LETTER OF JUSTIFICATION-PROGRAM	S558277895	
AR	DISABILITY 1845 FORM	S558359431	
AWG	GARNISHMENT INFORMATION-POE	S558598822	
AWG	EMPLOYMENT VERIFICATION	S559394475	
ER	EMPLOYMENT VERIFICATION	S559434003	
AR	DEATH CERTIFICATE	S559592079	
AWG	GARNISHMENT INFORMATION-POE	S559635948	
ER	EMPLOYMENT VERIFICATION	S559943559	
PC	REHAB AUTHORIZATION	S560085756	
PC	LETTER OF JUSTIFICATION-PROGRAM	S560311714	
PC	LETTER OF JUSTIFICATION-PROGRAM	S560357588	
PC	CONSOLIDATION APPLICATION	S560357588	
DV	3RD PARTY CORRESPONDENCE	S560371727	
AWG	GARNISHMENT INFORMATION-POE	S560671742	
AR	DISABILITY 1845 FORM	S560861706	
AR	DISABILITY 1845 FORM	S560861706	
PC	REHAB AUTHORIZATION	S561253791	
AWG	PAYSTUBS-AWG	S561910251	
DP	THIRD PARTY AUTHORIZATION	S561910251	
AWG	PAYMENT AGREE LTR RECV	S561910251	
AR	DISABILITY 1845 FORM	S562118768	
AWG	PAYSTUBS-AWG	S562719684	
AWG	FINANCIAL STATEMENT	S562719684	
DP	THIRD PARTY AUTHORIZATION	S562719684	
AWG	PAYMENT AGREE LTR RECV	S562719684	
PC	LETTER OF JUSTIFICATION-PROGRAM	S562722914	
AWG	GARNISHMENT INFORMATION-POE	S562798247	
PC	REHAB AUTHORIZATION	S563151650	
PC	PROGRAM CORRESPONDENCE	S563578975	
AR	DISABILITY 1845 FORM	S563844748	
ER	EMPLOYMENT VERIFICATION	S564273525	
PC	REHAB AUTHORIZATION	S564411282	
AR	DEATH CERTIFICATE	S564761932	
AR	DISABILITY 1845 FORM	S564827092	
ER	EMPLOYMENT VERIFICATION	S565472608	
CD	CEASE COMMUNICATIONS	S565494760	

PC	CONSOLIDATION APPLICATION	S565922023	
ER	EMPLOYMENT VERIFICATION	S566495748	
DP	DISPUTES	S566630774	
AR	DEATH CERTIFICATE	S566695749	
RPY	PAYSTUBS-FLOOR	S566719068	
PC	REHAB AUTHORIZATION	S566721157	
MIS	OTHER	S566721157	
TPR	3RD PARTY CORRESPONDENCE	S567178452	
AWG	PAYSTUBS-AWG	S567179992	
MIS	MAIL RETURN	S567373329	
RPY	FINANCIAL STATEMENT	S567919302	
ER	EMPLOYMENT VERIFICATION	S568135311	
PC	LETTER OF JUSTIFICATION-PROGRAM	S568250835	
PC	CONSOLIDATION APPLICATION	S568250835	
AWG	EMPLOYMENT VERIFICATION	S568335662	
ER	EMPLOYMENT VERIFICATION	S568353191	
AR	DISABILITY 1845 FORM	S568492412	
PC	LETTER OF JUSTIFICATION-PROGRAM	S569356752	
AWG	FINANCIAL STATEMENT	S569393748	
AWG	FINANCIAL STATEMENT	S569393748	
PC	REHAB AUTHORIZATION	S569410243	
AWG	GARNISHMENT INFORMATION-POE	S569496249	
PC	CONSOLIDATION APPLICATION	S569714491	
AWG	FINANCIAL STATEMENT	S569800017	
AR	DEATH CERTIFICATE	S570044568	
AR	BANKRUPTCY DISCHARGE	S570135646	
PC	LETTER OF JUSTIFICATION-PROGRAM	S570231074	
PC	CONSOLIDATION APPLICATION	S570231074	
AWG	EMPLOYMENT VERIFICATION	S570293660	
AR	BANKRUPTCY 1ST MEET & LIST	S570379414	
AR	BANKRUPTCY 1ST MEET & LIST	S570379414	
AWG	PAYSTUBS-PROGRAMS	S570772543	
BL	PAYMENT INFORMATION	S571290171	
ER	EMPLOYMENT VERIFICATION	S571331993	
AWG	GARNISHMENT INFORMATION-POE	S571352008	
ER	EMPLOYMENT VERIFICATION	S571717903	
AWG	GARNISHMENT INFORMATION-POE	S571717903	
PC	LETTER OF JUSTIFICATION-PROGRAM	S572138969	
PC	LETTER OF JUSTIFICATION-PROGRAM	S572231587	
AR	DISABILITY 1845 FORM	S572457754	
AWG	EMPLOYMENT VERIFICATION	S572690382	
AR	DISABILITY 1845 FORM	S572720766	
AR	DISABILITY 1845 FORM	S572723094	
PC	CONSOLIDATION APPLICATION	S572984958	
AR	DEATH CERTIFICATE	S573089179	
ER	EMPLOYMENT VERIFICATION	S573211870	
PC	REHAB AUTHORIZATION	S573217843	
AR	DEATH CERTIFICATE	S573527055	
AWG	GARNISHMENT INFORMATION-POE	S573597077	
TPR	THIRD PARTY AUTHORIZATION	S574347527	
AWG	FINANCIAL STATEMENT	S575132922	
DP	THIRD PARTY AUTHORIZATION	S576785637	
PC	CONSOLIDATION APPLICATION	S576906514	
PC	DRIVERS LICENSE/SSN CARD	S576906514	
AWG	REQUEST FOR HEARING	S577136997	
AWG	REQUEST FOR HEARING	S577136997	
AR	DEATH CERTIFICATE	S577463170	
PC	REHAB AUTHORIZATION	S577665032	

PC	REHAB AUTHORIZATION	S578027799	
AWG	PAYSTUBS-AWG	S578116350	
AR	DEATH CERTIFICATE	S578587410	
PC	CONSOLIDATION APPLICATION	S578740977	
AWG	OTHER	S578843786	
AWG	GARNISHMENT INFORMATION-BRWR	S578860484	
TPR	3RD PARTY CORRESPONDENCE	S578903277	
AWG	EMPLOYMENT VERIFICATION	S579082271	
PC	CONSOLIDATION APPLICATION	S579744074	
PC	PROGRAM CORRESPONDENCE	S579744074	
PC	CONSOLIDATION APPLICATION	S580215393	
AR	DEATH CERTIFICATE	S580341267	
AR	DEATH CERTIFICATE	S580709458	
AR	DEATH CERTIFICATE	S581158709	
PC	REHAB AUTHORIZATION	S581478275	
PC	REHAB AUTHORIZATION	S581478275	
PC	REHAB AUTHORIZATION	S581488354	
ER	EMPLOYMENT VERIFICATION	S581553530	
AR	DEATH CERTIFICATE	S581578637	
AWG	EMPLOYMENT VERIFICATION	S581679213	
PC	CONSOLIDATION APPLICATION	S582378333	
AWG	GARNISHMENT INFORMATION-POE	S582750434	
AR	DEATH CERTIFICATE	S582921300	
AR	DEATH CERTIFICATE	S582921300	
PC	LETTER OF JUSTIFICATION-PROGRAM	S583422445	
DV	3RD PARTY CORRESPONDENCE	S583459567	
TPR	3RD PARTY CORRESPONDENCE	S583459567	
PC	REHAB AUTHORIZATION	S583799378	
AWG	FINANCIAL STATEMENT	S583971706	
AWG	OTHER	S583971706	
AWG	CONSOLIDATION APPLICATION	S583971706	
RPY	PAYMENT INFORMATION	S584112373	
AR	DEATH CERTIFICATE	S584192157	
AR	DEATH CERTIFICATE	S584298582	
AR	BANKRUPTCY 1ST MEET & LIST	S584313245	
AWG	GARNISHMENT INFORMATION-POE	S584617636	
PC	REHAB AUTHORIZATION	S584636075	
PC	LETTER OF JUSTIFICATION-PROGRAM	S584664609	
PC	REHAB AUTHORIZATION	S584718389	
AR	DISABILITY 1845 FORM	S585026774	
AWG	GARNISHMENT INFORMATION-POE	S585315138	
AR	BANKRUPTCY DISCHARGE	S585438823	
AWG	EMPLOYMENT VERIFICATION	S585633505	
AWG	EMPLOYMENT VERIFICATION	S585756271	
AR	DEATH CERTIFICATE	S585981810	
PC	CONSOLIDATION APPLICATION	S586096815	
PC	LETTER OF JUSTIFICATION-PROGRAM	S586096815	
AWG	GARNISHMENT INFORMATION-POE	S586249462	
ER	EMPLOYMENT VERIFICATION	S587018499	
AWG	EMPLOYMENT VERIFICATION	S587065916	
AR	DISABILITY 1845 FORM	S587191435	
AWG	FINANCIAL STATEMENT	S587261836	
AR	DEATH CERTIFICATE	S587465538	
ER	EMPLOYMENT VERIFICATION	S587577309	
AR	DEATH CERTIFICATE	S587826548	
AR	DISABILITY 1845 FORM	S589051710	
MIS	OTHER	S589342361	
DV	DISPUTES	S589946326	

PC	CONSOLIDATION APPLICATION	S590060397	
PC	TAX RETURN	S590060397	
AR	DEATH CERTIFICATE	S590309451	
AR	BANKRUPTCY 1ST MEET & LIST	S590340029	
AR	DEATH CERTIFICATE	S590940321	
AR	DEATH CERTIFICATE	S591010233	
AWG	EMPLOYMENT VERIFICATION	S591161287	
AR	DEATH CERTIFICATE	S591368898	
AR	DEATH CERTIFICATE	S591685086	
RPY	PAYMENT INFORMATION	S592036165	
AR	DEATH CERTIFICATE	S592283743	
ER	EMPLOYMENT VERIFICATION	S592324591	
AWG	PAYSTUBS-AWG	S592405068	
AWG	EMPLOYMENT VERIFICATION	S593225258	
PC	LETTER OF JUSTIFICATION-PROGRAM	S593248465	
PC	REHAB AUTHORIZATION	S593403158	
AR	DISABILITY 1845 FORM	S593434288	
AWG	EMPLOYMENT VERIFICATION	S593468316	
AWG	EMPLOYMENT VERIFICATION	S593624034	
AWG	EMPLOYMENT VERIFICATION	S593642814	
AWG	GARNISHMENT INFORMATION-POE	S594077934	
AWG	GARNISHMENT INFORMATION-POE	S594077934	
ER	EMPLOYMENT VERIFICATION	S594090873	
AWG	GARNISHMENT INFORMATION-POE	S594104108	
AWG	PAYMENT AGREE LTR RECV	S594715736	
DV	DISPUTES	S594905471	
AWG	FINANCIAL STATEMENT	S595129369	
PC	CONSOLIDATION APPLICATION	S595166674	
PC	REHAB AUTHORIZATION	S595500082	
DV	ABILITY TO BENEFIT APPLICATION	S597032530	
AWG	PAYMENT AGREE LTR RECV	S597121570	
AR	DEATH CERTIFICATE	S598108595	
AWG	EMPLOYMENT VERIFICATION	S600729088	
PC	CONSOLIDATION APPLICATION	S601058983	
ER	EMPLOYMENT VERIFICATION	S601867230	
AWG	GARNISHMENT INFORMATION-POE	S601908298	
AWG	FINANCIAL STATEMENT	S603366281	
DV	3RD PARTY CORRESPONDENCE	S606059923	
TPR	3RD PARTY CORRESPONDENCE	S606059923	
TPR	3RD PARTY CORRESPONDENCE	S606059923	
TPR	3RD PARTY CORRESPONDENCE	S606059923	
ER	EMPLOYMENT VERIFICATION	S607946323	
ER	EMPLOYMENT VERIFICATION	S608624165	
AWG	GARNISHMENT INFORMATION-POE	S608624165	
ER	EMPLOYMENT VERIFICATION	S609264707	
ER	EMPLOYMENT VERIFICATION	S613031917	
ER	EMPLOYMENT VERIFICATION	S613347186	
ER	EMPLOYMENT VERIFICATION	S613347186	
PC	LETTER OF JUSTIFICATION-PROGRAM	S613821915	
PC	CONSOLIDATION APPLICATION	S614104284	
ER	EMPLOYMENT VERIFICATION	S615645413	
AR	DEATH CERTIFICATE	S617283461	
ER	EMPLOYMENT VERIFICATION	S620125501	
AWG	GARNISHMENT INFORMATION-POE	S620406172	
PC	LETTER OF JUSTIFICATION-PROGRAM	S621586174	
PC	LETTER OF JUSTIFICATION-PROGRAM	S621586174	
PC	PROGRAM CORRESPONDENCE	S622188059	
AWG	PAYSTUBS-AWG	S624368540	

ER	EMPLOYMENT VERIFICATION	S626075628	
ER	EMPLOYMENT VERIFICATION	S628079702	
AWG	OTHER	S632032584	
AWG	FINANCIAL STATEMENT	S643101741	
TPR	3RD PARTY CORRESPONDENCE	S900090700	
DV	3RD PARTY CORRESPONDENCE	S988111863	
PC	REHAB AUTHORIZATION	S988128073	
PC	REHAB AUTHORIZATION	S988128073	
AR	DEATH CERTIFICATE	S999214537	
MIS	MAIL RETURN	S999543406	

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 31,248	0	0	0%	N/A	N/A	N/A
Phone Calls Attempted	4,255	5	3	60%	Did Not Maintain Call Control Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	2,508				N/A	N/A	N/A
Borrower Call-Ins	615				N/A	N/A	N/A
Correspondence	677	52	1	2%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	942				N/A	N/A	N/A
AWG Accounts	14	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	9	9	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	1	0	0	0%	N/A	N/A	N/A
LVCs	7	7	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	94	0	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	58	14	0	0%	N/A	N/A	N/A
Letters Generated	1,352				N/A	N/A	N/A
Death Resolutions	1	1	0	0%	N/A	N/A	N/A
Disability Resolutions	6	6	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	3	3	0	0%	N/A	N/A	N/A
EFT - Account Update	1,253				N/A	N/A	N/A
EFT - Billing	763				N/A	N/A	N/A
EFT - Returns	20				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	6,589				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 64,353	274	0	0%	N/A	N/A	N/A
Phone Calls Attempted	411,150	131	20	15%	Did Not Explnd Program, AWG, TOPS, & LIT Other Prnt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	15,599				N/A	N/A	N/A
Borrower Call-Ins	30,144				N/A	N/A	N/A
Correspondence	1,717	124	1	1%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Delinquent Accounts	299				N/A	N/A	N/A
AWG Accounts	601	125	63	50%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					POE Not Verified W/In 30 Days of Activation		
					L103 Not Updated		
					L140, L141, L142 Incorrect		
					Last POE LW less than 5 Days of Activation		
Letter Series Incomplete							
					T12 Not Sent To The Same Addy Ts LTR Series		
(b)(4) Litigation Packages	69	69	4	6%	CCLR's Incorrect C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	67	67	2	3%	L102 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	143	64	1	2%	Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	117	117	4	3%	Loan App Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					Missing L130 Printout		
(b)(4) Rehabilitation's Offered	940	127	65	51%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Auto pays Not Documented		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	331	34	1	3%	L103 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	23,781				N/A	N/A	N/A
Death Resolutions	175	175	0	0%	N/A	N/A	N/A
Disability Resolutions	130	130	9	7%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					Dr. License Not Verified		
					Missing Explanation Form		
Bankruptcy Resolutions	11	11	0	0%	N/A	N/A	N/A
Incarcerations	32	32	0	0%	N/A	N/A	N/A
EFT - Account Update	30,077				N/A	N/A	N/A
EFT - Billing	2,526				N/A	N/A	N/A
EFT - Returns	25,646				N/A	N/A	N/A
(b) Accounts Recalled by ED	844				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 29,309	37	0	0%	N/A	N/A	N/A
Phone Calls Attempted	3,818	12	4	33%	Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	1,955				N/A	N/A	N/A
Borrower Call-Ins	560				N/A	N/A	N/A
Correspondence	355	22	0	0%	N/A	N/A	N/A
Delinquent Accounts	787				N/A	N/A	N/A
AWG Accounts	2	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	1	0	0	0%	N/A	N/A	N/A
Compromises Offered	10	10	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	2	2	0	0%	N/A	N/A	N/A
LVCs	0	0	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	89	0	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	131	0	0	0%	N/A	N/A	N/A
Letters Generated	1,210				N/A	N/A	N/A
Death Resolutions	7	7	0	0%	N/A	N/A	N/A
Disability Resolutions	6	6	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	9	9	0	0%	N/A	N/A	N/A
EFT - Account Update	857				N/A	N/A	N/A
EFT - Billing	597				N/A	N/A	N/A
EFT - Returns	72				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	8,097				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	91,464	372	0	0%	N/A	N/A	N/A
Phone Calls Attempted	392,015	93	43	46%	Did Not Explnd Program, AWG, TOPS, & LIT Other Prnt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	14,148				N/A	N/A	N/A
Borrower Call-Ins	28,704				N/A	N/A	N/A
Correspondence	1,649	120	0	0%	N/A	N/A	N/A
Delinquent Accounts	521				N/A	N/A	N/A
AWG Accounts	302	195	72	37%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					POE Not Verified W/In 30 Days of Activation		
					L103 Not Updated		
					L140, L141, L142 Incorrect		
					Last POE LW less than 5 Days of Activation		
					Letter Series Incomplete		
T12 Not Sent To The Same Addy Ts LTR Series							
(b)(4) Litigation Packages	75	75	8	11%	OCLR's Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					C of I Incorrect		
Compromises Offered	67	67	0	0%	N/A	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	175	50	5	10%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
LVCs	123	123	1	1%	ED System Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	1,269	96	43	45%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Auto pays Not Documented		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	85	37	1	3%	L103 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	29,583				N/A	N/A	N/A
Death Resolutions	81	81	2	0%	Name, SSN, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	93	93	6	6%	L102 Not Completely Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Missing Explanation Form		
Bankruptcy Resolutions	4	4	0	0%	N/A	N/A	N/A
Incarcerations	77	77	0	0%	N/A	N/A	N/A
EFT - Account Update	39,738				N/A	N/A	N/A
EFT - Billing	3,499				N/A	N/A	N/A
EFT - Returns	260				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	848				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 29,028	21	0	0%	N/A	N/A	N/A
Phone Calls Attempted	3,546	1	0	0%	N/A	N/A	N/A
Borrower Contacts	1,364				N/A	N/A	N/A
Borrower Call-Ins	526				N/A	N/A	N/A
Correspondence	237	18	0	0%	N/A	N/A	N/A
Delinquent Accounts	843				N/A	N/A	N/A
AWG Accounts	3	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	7	7	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	2	2	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	62	2	1	0%	Demographics Incomplete	N/A	N/A
Rehabilitation's Submitted	47	13	0	0%	N/A	N/A	N/A
Letters Generated	993				N/A	N/A	N/A
Death Resolutions	1	1	0	0%	N/A	N/A	N/A
Disability Resolutions	6	6	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0	0	0	0%	N/A	N/A	N/A
Incarcerations	2	2	0	0%	N/A	N/A	N/A
EFT - Account Update	697				N/A	N/A	N/A
EFT - Billing	632				N/A	N/A	N/A
EFT - Returns	15				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	302				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	86,020	396	0	0%	N/A	N/A	N/A
Phone Calls Attempted	420,727	388	39	10%	Did Not Explnd Program, AWG, TOPS, & LIT Other Prnt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	16,793				N/A	N/A	N/A
Borrower Call-Ins	31,014				N/A	N/A	N/A
Correspondence	1,790	79	0	0%	N/A	N/A	N/A
Delinquent Accounts	741				N/A	N/A	N/A
AWG Accounts	706	298	84	28%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
					L140, L141, L142 Incorrect		
					Last POE LW less than 5 Days of Activation		
					Letter Series Incomplete		
T12 Not Sent To The Same Addy As LTR Series							
(b)(4) Litigation Packages	52	52	1	2%	C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	108	108	4	4%	L102 Not Updated Correctly	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	236	75	6	8%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
LVCs	115	115	0	0%	ED System Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	1,279	114	75	66%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Auto pays Not Documented		
30J/30H/31V/31U/31K Letters Not Sent							
Rehabilitation's Submitted	50	29	3	10%	L103 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	30,766				N/A	N/A	N/A
Death Resolutions	129	129	0	0%	N/A	N/A	N/A
Disability Resolutions	95	95	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	2	2	0	0%	N/A	N/A	N/A
Incarcerations	44	44	0	0%	N/A	N/A	N/A
EFT - Account Update	44,553				N/A	N/A	N/A
EFT - Billing	3,293				N/A	N/A	N/A
EFT - Returns	5,225				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	990				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 22,736	70	0	0%	N/A	N/A	N/A
Phone Calls Attempted	3,801	4	1	25%	Did Not Explain Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	1,265				N/A		N/A
Borrower Call-Ins	556				N/A	N/A	N/A
Correspondence	213	6	0	0%	N/A	N/A	N/A
Delinquent Accounts	886				N/A	N/A	N/A
AWG Accounts	4	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	6	6	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	3	0	0	0%	N/A	N/A	N/A
LVCs	2	2	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	47	0	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	32	21	4	0%	L103 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	781				N/A	N/A	N/A
Death Resolutions	0	0	0	0%	N/A	N/A	N/A
Disability Resolutions	1	1	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	1	1	1	0%	Release Date Too Early	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	256				N/A	N/A	N/A
EFT - Billing	383				N/A	N/A	N/A
EFT - Returns	3				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	308				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	4,024	427	0	0%	N/A	N/A	N/A
Phone Calls Attempted	404,718	529	44	8%	Did Not Explnd Program, AWG, TOPS, & LIT Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	17,369				N/A	N/A	N/A
Borrower Call-Ins	8,291				N/A	N/A	N/A
Correspondence	1,964	93	0	0%	N/A	N/A	N/A
Delinquent Accounts	826				N/A	N/A	N/A
AWG Accounts	715	279	78	28%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					Did Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect		
Origination Packages	45	45	0	0%	N/A	N/A	N/A
Compromises Offered	86	86	1	1%	L102 Not Documented Before CC	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	220	40	9	23%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					30J/30H/31V/31U/31K Letters Not Sent Did Not Explnd Program, AWG, TOPS, & LIT		
LVCs	100	100	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,527	124	72	58%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Auto pays Not Documented 30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	495	41	3	7%	L103 Refs & Borr Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	18,556				N/A	N/A	N/A
Death Resolutions	140	140	2	1%	SSN, Name, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	100	100	4	4%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					L102 Not Updated Correctly		
Bankruptcy Resolutions	13	13	1	8%	Atty Info Not Updated on L103	Continued Quality Control and Training	Continued Quality Control and Training
Incarcerations	63	63	8	13%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	24,450				N/A	N/A	N/A
EFT - Billing	3,736				N/A	N/A	N/A
EFT - Returns	169				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1,107				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	566,598	205	0	0%	N/A	N/A	N/A
Phone Calls Attempted	385,747	143	47	33%	Did Not Explnd Program, AWG, TOPS, & LIT Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	23,437				N/A	N/A	N/A
Borrower Call-Ins	23,038				N/A	N/A	N/A
Correspondence	2,357	61	0	0%	N/A	N/A	N/A
Delinquent Accounts	894				N/A	N/A	N/A
AWG Accounts	794	240	117	49%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
					Not Clear of Disputes		
					Letter Series Incomplete		
					T12 Not Sent to Same Addy as Ltr Series		
					Did Leave Word 2 Times/5 Skips		
L140, L141, L142 Incorrect							
(b)(4) Litigation Packages	12	12	0	0%	N/A	N/A	N/A
Compromises Offered	161	161	2	1%	30O/31O/31W/31X Not on L106	Continued Quality Control and Training	Continued Quality Control and Training
					L102 Not Documented Before CC		
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	381	50	4	8%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
LVCs	184	184	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,965	46	15	33%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	95	42	6	14%	L103 Refs & Borr Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	43,850				N/A	N/A	N/A
Death Resolutions	147	147	0	0%	N/A	N/A	N/A
Disability Resolutions	98	98	0	0%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					L102 Not Updated Correctly		
Bankruptcy Resolutions	15	15	2	13%	Atty Info Not Updated on L103	Continued Quality Control and Training	Continued Quality Control and Training
Incarcerations	68	68	3	4%	Release Date too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Stop Notices within 2 Days of Open Date		
EFT - Account Update	45,850				N/A	N/A	N/A
EFT - Billing	4,643				N/A	N/A	N/A
EFT - Returns	119				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1,034				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	6,187	256	1	0%	BAL >\$25	N/A	N/A
Phone Calls Attempted	419,176	266	75	28%	Did Not Explnd Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	22,148				N/A	N/A	N/A
Borrower Call-Ins	44,879				N/A	N/A	N/A
Correspondence	2,417	128	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	394				N/A	N/A	N/A
AWG Accounts	829	399	177	44%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated POE Verified Over 30 Days Letter Series Incomplete T12 Not Sent to Same Addy as Ltr Series Did Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	38	38	8	21%	C of I Incorrect CCLR Incorrect	N/A	N/A
Compromises Offered	96	96	6	6%	L102 Incorrect L102 Not Documented Before CC	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	355	51	4	8%	Demographic Not Updated Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	287	287	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,478	118	54	46%	Demographic Not Updated Did Not Explnd Program, AWG, TOPS, & LIT L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	103	39	4	10%	L103 Refs & Borr Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	27,522				N/A	N/A	N/A
Death Resolutions	121	121	3	2%	Name, SSN, DOB - Does Not Match	N/A	N/A
Disability Resolutions	149	149	3	2%	1845 Incomplete L102 Not Updated Correctly	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	19	19	0	0%	N/A	N/A	N/A
Incarcerations	94	94	12	0%	N/A	N/A	N/A
EFT - Account Update	28,638				N/A	N/A	N/A
EFT - Billing	3,844				N/A	N/A	N/A
EFT - Returns	33,768				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1,983				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	167,424	261	1	0%	BAL >\$25	N/A	N/A
Phone Calls Attempted	423,070	503	34	7%	Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					Other Pmt Options Not Offered		
Borrower Contacts	21,499				N/A	N/A	N/A
Borrower Call-Ins	41,550				N/A	N/A	N/A
Correspondence	2,245	160	2	1%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					ED System Not Updated		
Delinquent Accounts	394				N/A	N/A	N/A
AWG Accounts	830	300	153	51%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					L103 Not Updated		
					POE Verified Over 30 Days		
					Letter Series Incomplete		
					T12 Not Sent to Same Addy as Ltr Series		
					Did Leave Word 2 Times/5 Skips		
L140, L141, L142 Incorrect							
(b)(4) Litigation Packages	44	44	7	16%	C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					CCLR Incorrect		
Compromises Offered	61	61	11	18%	L102 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					L102 Not Documented Before CC		
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	393	61	11	18%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
LVCs	250	250	4	2%	LVC Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					Loan App/P-Note Incorrect		
(b)(4) Rehabilitation's Offered	1,834	108	74	69%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	115	51	9	18%	L103 Refs & Borr Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	35,118				N/A	N/A	N/A
Death Resolutions	103	103	1	1%	Name, SSN, DOB - Does Not Match	N/A	N/A
Disability Resolutions	121	121	3	2%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	8	8	0	0%	N/A	N/A	N/A
Incarcerations	106	106	0	0%	N/A	N/A	N/A
EFT - Account Update	41,865				N/A	N/A	N/A
EFT - Billing	4,811				N/A	N/A	N/A
EFT - Returns	310				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1,565				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 20,360	0		0%	N/A	N/A	N/A
Phone Calls Attempted	249	1	0	0%	N/A	N/A	N/A
Borrower Contacts	1,023				N/A	N/A	N/A
Borrower Call-Ins	774				N/A	N/A	N/A
Correspondence	200	16	0	0%	N/A	N/A	N/A
Delinquent Accounts	828				N/A	N/A	N/A
AWG Accounts	2	0		0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0		0%	N/A	N/A	N/A
Compromises Offered	0	0		0%	N/A	N/A	N/A
Consolidations Offered	0	0		0%	N/A	N/A	N/A
ICRP Cons. Offered	0	0		0%	N/A	N/A	N/A
LVCs	0	0		0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	51	0		0%	N/A	N/A	N/A
Rehabilitation's Submitted	14	0		0%	L103 NOT UPDATED	N/A	N/A
Letters Generated	605				N/A	N/A	N/A
Death Resolutions	12	12	0	0%	N/A	N/A	N/A
Disability Resolutions	4	4	1	25%	UNVERIFIED DR LICENSE CHECK	N/A	N/A
Bankruptcy Resolutions	2	2	0	0%	N/A	N/A	N/A
Incarcerations	1	1	0	0%	N/A	N/A	N/A
EFT - Account Update	1,378				N/A	N/A	N/A
EFT - Billing	333				N/A	N/A	N/A
EFT - Returns	7				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	328				N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	46,574	279	0	0%	N/A	N/A	N/A
Phone Calls Attempted	446,650	298	51	17%	Did Not Explnd Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	20,771				N/A	N/A	N/A
Borrower Call-Ins	42,100				N/A	N/A	N/A
Correspondence	2,266	144	1	1%	L102 Not Updated Correctly	N/A	N/A
(b)(4) Delinquent Accounts	1,023				N/A	N/A	N/A
AWG Accounts	1,273	376	190	51%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated POE Verified Over 30 Days Letter Series Incomplete T12 Not Sent to Same Addy as Ltr Series Did Not Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	81	81	14	17%	Incorrect Cover Sheet C of I Incorrect CCLR Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	108	108	1	1%	L102 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	378	55	3	5%	Demographic Not Updated Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	322	322	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,424	108	80	65%	Demographic Not Updated L102 Autopays Documented Incorrectly L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	81	49	6	12%	L103 Refs & Borr Not Updated Borr Not Notified of New Lender	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	35,742				N/A	N/A	N/A
Death Resolutions	120	120	0	0%	Name, SSN, DOB - Does Not Match	N/A	N/A
Disability Resolutions	114	114	4	4%	1845 Incomplete L102 Not Updated Correctly	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	17	17	0	0%	N/A	N/A	N/A
Incarcerations	19	19	6	32%	L102 Not Updated Correctly Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	45,848				N/A	N/A	N/A
EFT - Billing	5,489				N/A	N/A	N/A
EFT - Returns	188				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	15,634				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	83,379	278	1	0.36%	BAL >\$25	N/A	N/A
Phone Calls Attempted	512,082	577	57	10%	Did Not Explnd Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	22,373				N/A	N/A	N/A
Borrower Call-Ins	44,455				N/A	N/A	N/A
Correspondence	2,436	88	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	626				N/A	N/A	N/A
AWG Accounts	1,206	414	209	50%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated POE Verified Over 30 Days Letter Series Incomplete T12 Not Sent to Same Addy as Ltr Series Did Not Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	18	18	1	6%	C of I Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	87	87	1	1%	Ltr Missing on L106	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	378	50	2	4%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	270	259	2	1%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,610	82	81	65%	Demographic Not Updated L102 Autopays Documented Incorrectly L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	94	45	4	9%	Missing a Pmt Borr Not Notified of New Lender	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	31,934				N/A	N/A	N/A
Death Resolutions	86	86	4	4%	L102 Not Updated Correctly Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	119	119	3	3%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	6	6	1	17%	Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Incarcerations	91	91	2	2%	L102 Not Updated Correctly Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	40,044				N/A	N/A	N/A
EFT - Billing	3,656				N/A	N/A	N/A
EFT - Returns	31,048				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1,777				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 901	0			N/A	N/A	N/A
Phone Calls Attempted	0	4	0	0%	N/A	N/A	N/A
Borrower Contacts	746				N/A	N/A	N/A
Borrower Call-Ins	566				N/A	N/A	N/A
Correspondence	262	2	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	648				N/A	N/A	N/A
AWG Accounts	5	0			N/A	N/A	N/A
(b)(4) Litigation Packages	0	0			N/A	N/A	N/A
Compromises Offered	7	7	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	3	0	0	0%	N/A	N/A	N/A
LVCs	1	4	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	42	0	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	8	5	0	0%	N/A	N/A	N/A
Letters Generated	490				N/A	N/A	N/A
Death Resolutions	5	5	0	0%	N/A	N/A	N/A
Disability Resolutions	4	4	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	2	2	1	50%	Name, SSN, DOB - Does Not Match	N/A	N/A
Incarcerations	0	0	0	0%	N/A	N/A	N/A
EFT - Account Update	1,033				N/A	N/A	N/A
EFT - Billing	247				N/A	N/A	N/A
EFT - Returns	134				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	224				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	109,671	150	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	423,716	566	49	9%	Did Not Explnd Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	19,420				N/A	N/A	N/A
Borrower Call-Ins	39,203				N/A	N/A	N/A
Correspondence	2,003	127	0	0%	N/A	N/A	N/A
Delinquent Accounts	929				N/A	N/A	N/A
AWG Accounts	903	308	141	46%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated POE Verified Over 30 Days Letter Series Incomplete T12 Not Sent to Same Addy as Ltr Series Did Not Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Litigation Packages	48	48	13	27%	C of I Incorrect CCLR's Incorrect Borr Info Incorrect on Forms	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	79	79	5	6%	L102 Not Updated Correctly	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	67	25	1	4%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	100	100	1	1%	ED System Not updated	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Offered	1,515	133	93	65%	Demographic Not Updated L102 Autopays Documented Incorrectly L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	130	53	21	40%	Missing a Pmt L103 Borr & 3 Ref's Info Not Updates	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	56,930				N/A	N/A	N/A
Death Resolutions	110	110	1	4%	Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	110	110	8	7%	1845 Incomplete L103 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	1	1	1	0%	N/A	N/A	N/A
Incarcerations	92	92	6	7%	L102 Not Updated Correctly L103 Not Updated Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	40,044				N/A	N/A	N/A
EFT - Billing	4,976				N/A	N/A	N/A
EFT - Returns	268				N/A	N/A	N/A
Accounts Recalled by ED	1,287				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 19,730				N/A	N/A	N/A
Phone Calls Attempted	123	3		0%	N/A	N/A	N/A
Borrower Contacts	638				N/A	N/A	N/A
Borrower Call-Ins	515				N/A	N/A	N/A
Correspondence	148	3	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	655				N/A	N/A	N/A
AWG Accounts	6				N/A	N/A	N/A
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	10	10	0	0%	N/A	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	0				N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	33				N/A	N/A	N/A
Rehabilitation's Submitted	11	4	0	0%	N/A	N/A	N/A
Letters Generated	639				N/A	N/A	N/A
Death Resolutions	7	7	0	0%	N/A	N/A	N/A
Disability Resolutions	1	1	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	0				N/A	N/A	N/A
EFT - Account Update	552				N/A	N/A	N/A
EFT - Billing	238				N/A	N/A	N/A
EFT - Returns	10				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	146				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	58,895	150	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	468,803	503	49	10%	Did Not Explnd Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	22,695				N/A	N/A	N/A
Borrower Call-Ins	43,895				N/A	N/A	N/A
Correspondence	2,423	133	0	0%	N/A	N/A	N/A
Delinquent Accounts	1,108				N/A	N/A	N/A
AWG Accounts	995	267	111	42%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated POE Verified Over 30 Days Did Not Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	34	34	9	26%	C of I Incorrect CCLR's Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	139	139	8	6%	L102 Not Updated Correctly Comp Letter Not Sent L102 Not Updated before CC Posting	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	67	20	7	35%	Did Not Explnd Program, AWG, TOPS, & LIT L102 Autopays Documented Incorrectly L103 Billing Not Updated 30H/30J/31K Letter Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	55	55	5	9%	ED System Not updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	1,764	128	127	99%	Demographic Not Updated L102 Autopays Documented Incorrectly L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	0	75	16	21%	L103 Billing Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	36,791				N/A	N/A	N/A
Death Resolutions	96	96	0	0%	Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	124	124	1	1%	Missing Explanation Form	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	98	98	6	6%	Name, SSN, DOB - Does Not Match Stop Notices Release Date Less Than 270 Days	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	42,381				N/A	N/A	N/A
EFT - Billing	4,615				N/A	N/A	N/A
EFT - Returns	266				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	1,352				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 600				N/A	N/A	N/A
Phone Calls Attempted	101	3		0%	N/A	N/A	N/A
Borrower Contacts	627				N/A	N/A	N/A
Borrower Call-Ins	526				N/A	N/A	N/A
Correspondence	144	3	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	671				N/A	N/A	N/A
AWG Accounts	6				N/A	N/A	N/A
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	10	10	0	0%	N/A	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	1				N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	44				N/A	N/A	N/A
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	377				N/A	N/A	N/A
Death Resolutions	3	3	0	0%	N/A	N/A	N/A
Disability Resolutions	4	4	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0				N/A	N/A	N/A
Incarcerations	0				N/A	N/A	N/A
EFT - Account Update	357				N/A	N/A	N/A
EFT - Billing	188				N/A	N/A	N/A
EFT - Returns	5				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	170				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	38,862	210	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	376,204	597	112	19%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	18,089				N/A	N/A	N/A
Borrower Call-Ins	36,493				N/A	N/A	N/A
Correspondence	2,327	83	0	0%	N/A	N/A	N/A
Delinquent Accounts	1,104				N/A	N/A	N/A
AWG Accounts	1,374	170	63	37%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated POE Verified Over 30 Days Did Not Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Origination Packages	2	2	0	0%	N/A	N/A	N/A
Compromises Offered	64	64	4	6%	Comp Letter Not Sent 30O/31O/31W/31X Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	14	6	2	33%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	27	27	0	0%	N/A	N/A	N/A
Rehabilitation's Offered	1,239	265	175	66%	Demographic Not Updated L102 Autopays Documented Incorrectly Did Not Expln Program, AWG, TOPS, & LIT L103 Billing Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	0	50	0	0%	N/A	N/A	N/A
Letters Generated	23,508				N/A	N/A	N/A
Death Resolutions	62	62	1	2%	Name, SSN, DOB - Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	81	81	2	2%	1845 Incomplete Incorrect Cover Sheet	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	27	27	2	7%	L103 Not Updated L102 Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	12,909				N/A	N/A	N/A
EFT - Billing	1,992				N/A	N/A	N/A
EFT - Returns	19,584				N/A	N/A	N/A
Accounts Recalled by ED	615				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 19,595				N/A	N/A	N/A
Phone Calls Attempted	0	1	1	100%	Did Not Explnd Program, AWG, TOPS, & LIT	N/A	N/A
Borrower Contacts	536				N/A	N/A	N/A
Borrower Call-Ins	433				N/A	N/A	N/A
Correspondence	185	8	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	690				N/A	N/A	N/A
AWG Accounts	2				N/A	N/A	N/A
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	5	5	0	0%	N/A	N/A	N/A
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	0				N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	25				N/A	N/A	N/A
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	363				N/A	N/A	N/A
Death Resolutions	0				N/A	N/A	N/A
Disability Resolutions	2	2	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0				N/A	N/A	N/A
Incarcerations	0				N/A	N/A	N/A
EFT - Account Update	57				N/A	N/A	N/A
EFT - Billing	94				N/A	N/A	N/A
EFT - Returns	7				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	87				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	66,809	200	0	0.00%	N/A	N/A	N/A
Phone Calls Attempted	384,496	539	74	14%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	16,695				N/A	N/A	N/A
Borrower Call-Ins	32,147				N/A	N/A	N/A
Correspondence	1,175	136	2	1%	Titanium Not Updated Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	4,757				N/A	N/A	N/A
AWG Accounts	1,112	188	48	26%	Activated Too Soon POE Not Verified/Doc'd On L102 L103 Not Updated Did Not Leave Word 2 Times/5 Skips	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	42	42	3	7%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	1	1	0	0%	N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	978	171	43	25%	Demographic Not Updated Did Not Expln Program, AWG, TOPS, & LIT 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	0	119	30	25%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Letters Generated	16,681				N/A	N/A	N/A
Death Resolutions	58	58	1	2%	AWG not SWG	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	84	84	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	19	19	0	0%	N/A	N/A	N/A
EFT - Account Update	36,223				N/A	N/A	N/A
EFT - Billing	6,949				N/A	N/A	N/A
EFT - Returns	16				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	87				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found # %		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(7)(D) 19,578				N/A	N/A	N/A
Phone Calls Attempted	5,400	3	0	0%	N/A	N/A	N/A
Borrower Contacts	761				N/A	N/A	N/A
Borrower Call-Ins	447				N/A	N/A	N/A
Correspondence	83	4	1	25%	Titanium Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
(b)(7)(D) Delinquent Accounts	798				N/A	N/A	N/A
AWG Accounts	1				N/A	N/A	N/A
(b)(7)(D) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	7	7	2	0%	Titanium Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	0				N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(7)(D) Rehabilitation's Offered	64				N/A	N/A	N/A
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	419				N/A	N/A	N/A
Death Resolutions	2	2	0	0%	N/A	N/A	N/A
Disability Resolutions	1	1	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0				N/A	N/A	N/A
Incarcerations	1	1	0	0%	N/A	N/A	N/A
EFT - Account Update	535				N/A	N/A	N/A
EFT - Billing	349				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(7)(D) Accounts Recalled by ED	0				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 98,343	305	22	7%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	428,044	564	79	14%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					Other Pmt Options Not Offered		
Borrower Contacts	16,347				N/A	N/A	N/A
Borrower Call-Ins	23,089				N/A	N/A	N/A
Correspondence	1,178	136	1	1%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	1,413				N/A	N/A	N/A
AWG Accounts	979	243	36	15%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified		
					Demographic Not Updated		
					Did Not Leave Word 2 Times/5 Skips		
(b)(4) Inflation Packages	0				N/A	N/A	N/A
Compromises Offered	44	44	7	16%	Comp Letter Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	3	10	4	40%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	978	180	102	57%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Expln Program, AWG, TOPS, & LIT		
					Titanium Not Updated		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	21,622				N/A	N/A	N/A
Death Resolutions	91	91	0	0%	N/A	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	111	111	5	5%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					Doctor License Not Verified		
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	75	75	3	4%	Name, SSN, or DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	20,742				N/A	N/A	N/A
EFT - Billing	6,469				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found # %		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(7)(d) 19,502				N/A	N/A	N/A
Phone Calls Attempted	1,202				N/A	N/A	N/A
Borrower Contacts	698				N/A	N/A	N/A
Borrower Call-Ins	504				N/A	N/A	N/A
Correspondence	93	10	0	0%	N/A	N/A	N/A
Delinquent Accounts	716				N/A	N/A	N/A
AWG Accounts	337				N/A	N/A	N/A
(b)(7)(d) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	4	4	1	25%	Titanium Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	0				N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(7)(d) Rehabilitation's Offered	55				N/A	N/A	N/A
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	570				N/A	N/A	N/A
Death Resolutions	18	18	0	0%	N/A	N/A	N/A
Disability Resolutions	3	3	1	33%	1845 Not Complete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0				N/A	N/A	N/A
Incarcerations	5	5	0	0%	N/A	N/A	N/A
EFT - Account Update	856				N/A	N/A	N/A
EFT - Billing	325				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(7)(d) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	584,762	465	0	0%	N/A	N/A	N/A
Phone Calls Attempted	246,348	520	57	11%	Did Not Explnd Program, AWG, TOPS, & LIT Other Prnt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	16,084				N/A	N/A	N/A
Borrower Call-Ins	19,336				N/A	N/A	N/A
Correspondence	1,955	135	0	0%	N/A	N/A	N/A
(b) Delinquent Accounts	544				N/A	N/A	N/A
AWG Accounts	884	332	55	17%	Activated Too Soon	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified/Doc'd On L102		
					Did Leave Word 2 Times/5 Skips L140, L141, L142 Incorrect		
(b)(4) Litigation Packages	34	34	3	9%	C of I Incorrect CCLR Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Compromises Offered	84	84	2	2%	L102 Not Documented Before CC	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	170	52	3	6%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	189	189	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,140	59	33	56%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Explnd Program, AWG, TOPS, & LIT		
					L103 Billing Not Updated		
					L102 Auto pays Not Documented 30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	111	46	0	0%	N/A	N/A	N/A
Letters Generated	25,217				N/A	N/A	N/A
Death Resolutions	146	146	1	1%	SSN, Name, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	119	119	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	5	5	0	0%	N/A	N/A	N/A
Incarcerations	37	37	1	3%	SSN, Name, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	32,450				N/A	N/A	N/A
EFT - Billing	3,779				N/A	N/A	N/A
EFT - Returns	25,124				N/A	N/A	N/A
(b) Accounts Recalled by ED	1,044				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(2)(H) 836	72	0	0%	N/A	N/A	N/A
Phone Calls Attempted	5,194	9	4	44%	Did Not Explnd Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	1,132				N/A		N/A
Borrower Call-Ins	378				N/A	N/A	N/A
Correspondence	213	20	0	0%	N/A	N/A	N/A
(b)(2)(H) Delinquent Accounts	275				N/A	N/A	N/A
AWG Accounts	2	0	0	0%	N/A	N/A	N/A
(b)(4) Litigation Packages	0	0	0	0%	N/A	N/A	N/A
Compromises Offered	7	7	0	0%	N/A	N/A	N/A
Consolidations Offered	0	0	0	0%	N/A	N/A	N/A
ICRP Cons. Offered	3	0	0	0%	N/A	N/A	N/A
LVCs	2	2	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	47	0	0	0%	N/A	N/A	N/A
Rehabilitation's Submitted	52	4	0	0%	N/A	N/A	N/A
Letters Generated	724				N/A	N/A	N/A
Death Resolutions	1	1	0	0%	N/A	N/A	N/A
Disability Resolutions	1	1	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	1	1	0	0%	N/A	N/A	N/A
Incarcerations	1	1	0	0%	N/A	N/A	N/A
EFT - Account Update	833				N/A	N/A	N/A
EFT - Billing	398				N/A	N/A	N/A
EFT - Returns	1				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	314				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	708,934	449	24	5%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	464,370	565	133	24%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	0				N/A	N/A	N/A
Borrower Call-Ins	35,558				N/A	N/A	N/A
Correspondence	1,470	144	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	1,189				N/A	N/A	N/A
AWG Accounts	605	289	88	30%	Activated Too Soon POE Not Verified Demographic Not Updated Did Not Leave Word 2 Times/5 Skips	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	51	51	4	8%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	0	5	2	40%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,743	180	119	66%	Demographic Not Updated Did Not Expln Program, AWG, TOPS, & LIT Titanium Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	51				N/A	N/A	N/A
Letters Generated	29,518				N/A	N/A	N/A
Death Resolutions	122	122	1	1%	Name, SSN, or DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	84	84	2	2%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	1	1	1	100%	Name, SSN, or DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	31,558				N/A	N/A	N/A
EFT - Billing	6,287				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	31,587				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 49,394	449	24	5.35%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	479,657	600	139	23%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					Other Pmt Options Not Offered		
Borrower Contacts	35,610				N/A	N/A	N/A
Borrower Call-Ins	42,039				N/A	N/A	N/A
Correspondence	1,734	154	3	2%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	2,635				N/A	N/A	N/A
AWG Accounts	594	296	45	15%	Letter Series Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified		
					Demographic Not Updated		
					Did Not Leave Word 2 Times/5 Skips		
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	85	85	18	21%	Comp Letter Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
Consolidations Offered	0				N/A	N/A	N/A
ICBP Cons. Offered	3	5	1	20%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
LVCs	37	37	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2,079	138	66	48%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Expln Program, AWG, TOPS, & LIT		
					Titanium Not Updated		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	27,286				N/A	N/A	N/A
Death Resolutions	191	191	1	1%	Name, SSN, or DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	222	222	8	4%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					DOB Not Updated		
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	101	101	15	15%	Did Not Stop Notices Same Day	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	28,887				N/A	N/A	N/A
EFT - Billing	6,064				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED	0				N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	125,949	990	96	10%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	432,078	463	61	13%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	23,189				N/A	N/A	N/A
Borrower Call-Ins	40,334				N/A	N/A	N/A
Correspondence	1,940	89	1	1%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	66				N/A	N/A	N/A
AWG Accounts	762	261	27	10%	Letter Series Imcomplete POE Not Verified Demographic Not Updated Did Not Leave Word 2 Times/5 Skips	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	155	155	44	28%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0				N/A	N/A	N/A
ICRP Cons. Offered	1	1	0	0%	N/A	N/A	N/A
LVCs	1	1	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	796	118	79	67%	Demographic Not Updated Did Not Expln Program, AWG, TOPS, & LIT Titanium Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	0				N/A	N/A	N/A
Letters Generated	26,089				N/A	N/A	N/A
Death Resolutions	250	250	1	>1%	Name, SSN, or DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	223	223	4	2%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	103	103	4	4%	Did Not Stop Notices Same Day	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	27,469				N/A	N/A	N/A
EFT - Billing	7,835				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	26,878	697	39	6%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	485,552	602	73	12%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					Other Pmt Options Not Offered		
Borrower Contacts	24,671				N/A	N/A	N/A
Borrower Call-Ins	45,004				N/A	N/A	N/A
Correspondence	2,032	73	1	1%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	3,486				N/A	N/A	N/A
AWG Accounts	1,241	514	148	29%	Letter Series Imcomplete	Continued Quality Control and Training	Continued Quality Control and Training
					POE Not Verified		
					Demographic Not Updated		
					Did Not Leave Word 2 Times/5 Skips		
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	127	127	32	25%	Comp Letter Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
Consolidations Offered					N/A	N/A	N/A
ICRP Cons. Offered	1	0		0%	N/A	N/A	N/A
LVCs	1	1		0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,965	133	73	55%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Expln Program, AWG, TOPS, & LIT		
					Titanium Not Updated		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted					N/A	N/A	N/A
Letters Generated	30,135				N/A	N/A	N/A
Death Resolutions	219	219	0	0%	N/A	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	253	253	16	6%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	90	90	9	10%	Did Not Stop Notices Same Day	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	30,738				N/A	N/A	N/A
EFT - Billing	9,552				N/A	N/A	N/A
EFT - Returns	0				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	122,739	425	120	28%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	481,877	463	138	30%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	22,002				N/A	N/A	N/A
Borrower Call-Ins	41,064				N/A	N/A	N/A
Correspondence	1,888	71	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	4,006				N/A	N/A	N/A
AWG Accounts	1,003	154	56	36%	Not Aged Enough POE Not Verified Demographic Not Updated Did Not Leave Word 2 Times/5 Skips	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	80	80	23	29%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered					N/A	N/A	N/A
ICRP Cons. Offered	0	0		0%	N/A	N/A	N/A
LVCs	1	1		0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,405	92	53	58%	Demographic Not Updated Titanium Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	106				N/A	N/A	N/A
Letters Generated	30,135				N/A	N/A	N/A
Death Resolutions	153	153	5	3%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	279	279	19	7%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	92	92	7	8%	Titanium Not Updated Did Not Stop Notices Same Day	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	22,803				N/A	N/A	N/A
EFT - Billing	6,789				N/A	N/A	N/A
EFT - Returns	3,289				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 2,739	425	120	28%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	481,877	463	138	30%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call Other Pmt Options Not Offered	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	22,002				N/A	N/A	N/A
Borrower Call-Ins	41,064				N/A	N/A	N/A
Correspondence	1,888	71	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	4,006				N/A	N/A	N/A
AWG Accounts	1,003	154	56	36%	Not Aged Enough POE Not Verified Demographic Not Updated Did Not Leave Word 2 Times/5 Skips	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	80	80	23	29%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered					N/A	N/A	N/A
ICRP Cons. Offered	0	0		0%	N/A	N/A	N/A
LVCs	1	1		0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,405	92	53	58%	Demographic Not Updated Titanium Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	106				N/A	N/A	N/A
Letters Generated	30,136				N/A	N/A	N/A
Death Resolutions	153	153	5	3%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	279	279	19	7%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	92	92	7	8%	Titanium Not Updated Did Not Stop Notices Same Day	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	22,803				N/A	N/A	N/A
EFT - Billing	6,789				N/A	N/A	N/A
EFT - Returns	3,289				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 707	800	558	70%	Balance > \$25 Difference	need updated monthly recon files	Continued Quality Control and Training
Phone Calls Attempted	452,457	409	98	24%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					Other Pmt Options Not Offered		
Borrower Contacts	22,448				N/A	N/A	N/A
Borrower Call-Ins	45,037				N/A	N/A	N/A
Correspondence	1,639	800	558	70%	Balance > \$25 Difference	need updated monthly recon files	Continued Quality Control and Training
(b)(4) Delinquent Accounts	3,905				N/A	N/A	N/A
AWG Accounts	949	0	0		N/A	N/A	N/A
(b)(4) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	95	95	32	34%	Comp Letter Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
Consolidations Offered					N/A	N/A	N/A
ICRP Cons. Offered	0				N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2,610	205	103	50%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	581				N/A	N/A	N/A
Letters Generated	32,415				N/A	N/A	N/A
Death Resolutions	126	126	8	6%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	214	214	20	9%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
					Dr license Check Invalid		
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	115	115	4	3%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	30,540				N/A	N/A	N/A
EFT - Billing	8,778				N/A	N/A	N/A
EFT - Returns	4,755				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found	# %	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(6) 342	0			N/A	N/A	N/A
Phone Calls Attempted	0				N/A	N/A	N/A
Borrower Contacts	748	2	2	100%	Did Not Expln Program, AWG, TOPS, &	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Call-Ins	487				N/A	N/A	N/A
Correspondence	95	10	0	0%	N/A	N/A	N/A
(b)(6) Delinquent Accounts	714	0			N/A	N/A	N/A
AWG Accounts	15	0			N/A	N/A	N/A
(b)(6) Litigation Packages	0				N/A	N/A	N/A
Compromises Offered	2	2	0	0%	N/A	N/A	N/A
Consolidations Offered					N/A	N/A	N/A
ICRP Cons. Offered	0	0			N/A	N/A	N/A
LVCs	0				N/A	N/A	N/A
(b)(6) Rehabilitation's Offered	28	0			N/A	N/A	N/A
Rehabilitation's Submitted	26	0			N/A	N/A	N/A
Letters Generated	629				N/A	N/A	N/A
Death Resolutions	3	3	2	67%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	10	10	2	20%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	2	2	0	0%	N/A	N/A	N/A
EFT - Account Update	1,076				N/A	N/A	N/A
EFT - Billing	351				N/A	N/A	N/A
EFT - Returns	163				N/A	N/A	N/A
(b)(6) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense	0				N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	743,606	648	193	30%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	432,757	519	113	22%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call FDCPA/CO Policy	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	19,164				N/A	N/A	N/A
Borrower Call-Ins	41,495				N/A	N/A	N/A
Correspondence	1,882	49	12	24%	Proper Response to Correspondence Titanium Noted Correctly Timely Response to Correspondence	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	3,539				N/A	N/A	N/A
AWG Accounts					N/A	N/A	N/A
(b)(4) Litigation Packages					N/A	N/A	N/A
Compromises Offered	81	81	39	48%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered					N/A	N/A	N/A
ICRP Cons. Offered					N/A	N/A	N/A
LVCs					N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2,455	148	67	45%	Demographic Not Updated Titanium Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	502				N/A	N/A	N/A
Letters Generated	32,986				N/A	N/A	N/A
Death Resolutions	194	194	12	6%	Demographic Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	128	128	23	18%	1845 Incomplete Titanium Not Updated Dr license Check Invalid	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A	N/A
Incarcerations	84	84	10	12%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	25,510				N/A	N/A	N/A
EFT - Billing	6,296				N/A	N/A	N/A
EFT - Returns	4,755				N/A	N/A	N/A
(b)(4) Accounts Recalled by ED					N/A	N/A	N/A
Accounts in Suspense					N/A	N/A	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action
Balance Review	(b) (4) 1,426	13	13	100%	N/A	N/A
Phone Calls Attempted	55,075	6	3	50%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training
Borrower Contacts	766				N/A	N/A
Borrower Call-Ins	1,234				N/A	N/A
Correspondence	74	1	0	0%	N/A	N/A
(b) (4) Delinquent Accounts	221				N/A	N/A
AWG Accounts	0				N/A	N/A
(b) (4) Litigation Packages					N/A	N/A
Compromises Offered	2	2	2	100%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training
Consolidations Offered					N/A	N/A
ICRP Cons. Offered					N/A	N/A
LVCs					N/A	N/A
(b) (4) Rehabilitation's Offered	32				N/A	N/A
Rehabilitation's Submitted	26				N/A	N/A
Letters Generated	1,083				N/A	N/A
Death Resolutions	8	8	1	13%	Titanium Not Updated	Continued Quality Control and Training
Disability Resolutions	10	10	2	20%	Titanium Not Updated	Continued Quality Control and Training
Bankruptcy Resolutions					N/A	N/A
Incarcerations	1	1	1	100%	N/A	N/A
EFT - Account Update	1,342				N/A	N/A
EFT - Billing	322				N/A	N/A
EFT - Returns	163				N/A	N/A
(b) (4) Accounts Recalled by ED					N/A	N/A
Accounts in Suspense					N/A	N/A

	Preventive Measure
(b)(4)	N/A
	Continued Quality Control and Training
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	Continued Quality Control and Training
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	Continued Quality Control and Training
	Continued Quality Control and Training
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A
	N/A

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 253	761	14	2%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	494,931	648	138	21%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call FDCPA/GO Policy	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	20,895						
Borrower Call-Ins	41,220						
Correspondence	1,521	47	5	11%	Proper Response to Correspondence Titanium Noted Correctly Timely Response to Correspondence	Continued Quality Control and Training	Continued Quality Control and Training
(b) Delinquent Accounts	3,363						
AWG Accounts	0						
(b)(4) Litigation Packages	0						
Compromises Offered	79	79	16	20%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs		13	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	2,715	337	173	51%	Program References Complete Explained AWG/TOP/LIT 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	527						
Letters Generated	37,403						
Death Resolutions	186	164	9	5%	Name, SSN, DOB mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	90	144	16	11%	1845 Incomplete Date of Birth Updated Address Updated in Titanium	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	102	106	2	2%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	26,758						
EFT - Billing	9,113						
EFT - Returns	1,926						
(b)(4) Accounts Recalled by ED							
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found # %		Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 163						
Phone Calls Attempted	20,622	15	4	27%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	624				Call Documentation	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Call-Ins	1,108						
Correspondence	1,648						
(b)(4) Delinquent Accounts	189	3	0	0%	N/A	N/A	N/A
AWG Accounts	0						
(b)(4) Origination Packages	0						
Compromises Offered	8	8	0	0%	N/A	N/A	N/A
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs	0	1	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	28						
Rehabilitation's Submitted	23						
Letters Generated	1,189						
Death Resolutions	9	11	1	9%	Name, SSN, DOB mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	0	4	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions							
Incarcerations	1						
EFT - Account Update	3,051						
EFT - Billing	735						
EFT - Returns	65						
(b)(4) Accounts Recalled by ED							
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	98,499	419	46	11%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	405,948	147	125	85%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call FDCPA/CO Policy	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	17,050						
Borrower Call-Ins	48,531						
Correspondence	1,458	92	9	10%	Proper Response to Correspondence 31A, 31T Letters Requested Timely Response to Correspondence	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	2,259						
AWG Accounts	2,973						
(b)(4) Litigation Packages	0						
Compromises Offered	58	58	21	36%	Comp Letter Not Sent Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs		65	9	14%	Incorrect Loan Numbers on Application	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	2,799	409	258	63%	Program References Complete Explained AWG/TOP/LIT 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	480						
Letters Generated	24,060						
Death Resolutions	129	114	10	9%	Name, SSN, DOB mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	153	131	8	6%	1845 Incomplete Address Updated in Titanium	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	26	67	2	3%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	25,073						
EFT - Billing	7,446						
EFT - Returns	1,157						
(b)(4) Accounts Recalled by ED							
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 14,059						
Phone Calls Attempted	16,550	8	2	25%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Call Documentation	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	501						
Borrower Call-Ins	1,999						
Correspondence	136	8	2	25%	31A, 31T Letters Requested	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	92						
AWG Accounts	64						
(b)(4) Litigation Packages	0						
Compromises Offered	8	8	1	13%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs	0	1	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	110						
Rehabilitation's Submitted	15						
Letters Generated	1,188						
Death Resolutions	10	8	0	0%	N/A	N/A	N/A
Disability Resolutions	8	3	0	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0						
Incarcerations	0	7	0	0%	N/A	N/A	N/A
EFT - Account Update	1,531						
EFT - Billing	458						
EFT - Returns	55						
(b)(4) Accounts Recalled by ED							
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	154,970	421	31	7%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	585,723	698	97	14%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					FDCPA/CO Policy		
Borrower Contacts	23,428						
Borrower Call-Ins	79,458						
Correspondence	1,792	94	4	4%	Timely Response to Correspondence	Continued Quality Control and Training	Continued Quality Control and Training
					Proper Response to Correspondence		
					Demographic Info updated correctly		
Delinquent Accounts	1,544						
AWG Accounts	19,936						
Litigation Packages	0						
Compromises Offered	73	73	24	33%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
					Due date incorrect		
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs	31	30	1	3%	Page 1 of application correct.	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	2,904	490	264	54%	Program References Complete	Continued Quality Control and Training	Continued Quality Control and Training
					Promise screen updated correctly		
					30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	854						
Letters Generated	45,601						
Death Resolutions	181	128	8	6%	Name, SSN, DOB mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	112	131	4	3%	Titanium updated	Continued Quality Control and Training	Continued Quality Control and Training
					1845 complete		
Bankruptcy Resolutions	0						
Incarcerations	94	77	2	3%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	44,739						
EFT - Billing	8,007						
EFT - Returns	3,542						
(b)(4) Accounts Recalled by ED							
Accounts in Suspende							

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(7)(F) 1875						
Phone Calls Attempted	15,226	11	3	27%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					FDCPA/CO Policy	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	610				Call Documentation	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Call-Ins							
Correspondence	3,288						
(b)(7)(F) Delinquent Accounts	57	9	0	0%			
AWG Accounts	2,193						
(b)(7)(F) Litigation Packages	0						
Compromises Offered	0						
Consolidations Offered	8	8	2	25%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
ICRP Cons. Offered	0						
LVCs	0	3	1	33%	Loans Correct on LVC	Continued Quality Control and Training	Continued Quality Control and Training
(b)(7)(F) Rehabilitation's Offered	108						
Rehabilitation's Submitted	31						
Letters Generated	3,007						
Death Resolutions	14						
Disability Resolutions	112	14	1	0%	N/A	N/A	N/A
Bankruptcy Resolutions	0						
Incarcerations	9	9	0	0%	N/A	N/A	N/A
EFT - Account Update	3,347	2	0	0%	N/A	N/A	N/A
EFT - Billing	476						
EFT - Returns	178						
(b)(7)(F) Accounts Recalled by ED							
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action	Preventive Measure
			#	%			
Balance Review	(b)(4) 167,516	766	42	5%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	513,048	214	107	50%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call FDCPA/GO Policy	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	20,522						
Borrower Call-Ins	49,847						
Correspondence	2,028	84	1	1%	Titanium Noted Correctly	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	1,795						
AWG Accounts	3,138						
(b)(4) Litigation Packages	0						
Compromises Offered	83	86	8	9%	Titanium Not Updated Due Date Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs	70				App. Incorrect		
(b)(4) Rehabilitation's Offered	2,655	361	210	58%	Demographic Not Updated Titanium Not Updated 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	826						
Letters Generated	60,494						
Death Resolutions	132	131	5	4%	Name, SSN, DOB Mismatch CBR & P-Note Not Attached	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	94	108	3	3%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	128	143	3	2%	Name, SSN, DOB Mismatch Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	58,147						
EFT - Billing	8,235						
EFT - Returns	9,157						
(b)(4) Accounts Recalled by ED	1,430						
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(7)(F) 776						
Phone Calls Attempted	20,968	7	2		Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					FDCPA/CO Policy		
Borrower Contacts	832						
Borrower Call-Ins	2,052						
Correspondence	95	1	0	0%			
(b)(7)(F) Delinquent Accounts	39						
AWG Accounts	2,064						
(b)(7)(F) Litigation Packages	0						
Compromises Offered	6	6	1	17%	Due Date Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0	0					
ICBP Cons. Offered	0	0					
LVCs	2	2	0	0%			
(b)(7)(F) Rehabilitation's Offered	46						
Rehabilitation's Submitted	38						
Letters Generated	5,039						
Death Resolutions	4	5			Name, SSN, DOB Mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	8	15			N/A	N/A	N/A
Bankruptcy Resolutions	0	0					
Incarcerations	1	4	1	25%	Name, SSN, DOB Mismatch	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	4,482						
EFT - Billing	519						
EFT - Returns	820						
(b)(7)(F) Accounts Recalled by ED	107						
Accounts in Suspense							

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(1) 128,613	959	78	8%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	475,514	195	123	63%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts							
Borrower Call-Ins	46,729						
Correspondence	3,053	106	7	7%	Timely Response to Correspondence Proper Response to Correspondence Demographic Info updated correctly	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	1,334						
AWG Accounts	21,794						
(b)(4) Litigation Packages	0						
Compromises Offered	56	56	3	5%	Due Date Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	53						
ICRP Cons. Offered	0						
LVCs	72	121	11	9%	Titanium Updated Incorrectly LVC Incorrect Demographic Info Incorrect		
(b)(4)					Page 1 of Application Incorrect.	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Offered	2,772	523	210	40%	Program References Incomplete Demographic Info Not Updated Did Not Expln Program, AWG, TOPS & LIT Promise Screen Updated Incorrectly 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	685						
Letters Generated	106,275						
Death Resolutions	119	116	2	2%	Name, SSN, DOB Mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	116	108	3	3%	1844 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	93	85	2	2%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	36,154						
EFT - Billing	7,038						
EFT - Returns	13,203						
(b)(4) Accounts Recalled by ED	0						
Accounts in Suspense	0						

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 28,613	959	78	8%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	475,514	195	123	63%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts							
Borrower Call-Ins	46,729						
Correspondence	3,053	106	7	7%	Timely Response to Correspondence Proper Response to Correspondence Demographic Info updated correctly	Continued Quality Control and Training	Continued Quality Control and Training
Delinquent Accounts	1,834						
AWG Accounts	21,794						
(b)(4) Origination Packages	0						
Compromises Offered	56	56	3	5%	Due Date Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	53						
ICRP Cons. Offered	0						
LVCs	72	121	11	9%	Titanium Updated Incorrectly LVC Incorrect Demographic Info Incorrect Page 1 of Application Incorrect.	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	2,772	523	210	40%	Program References Incomplete Demographic Info Not Updated Did Not Expln Program, AWG, TOPS & LIT Promise Screen Updated Incorrectly 30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	685						
Letters Generated	106,275						
Death Resolutions	119	116	2	2%	Name, SSN, DOB Mismatch	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	116	108	3	3%	1844 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	93	85	2	2%	Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	36,154						
EFT - Billing	7,038						
EFT - Returns	13,203						
(b)(4) Accounts Recalled by ED	0						
Accounts in Suspense	0						

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 60,523	984	112	11%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	521,519	277	115	42%	Did Not Expln Program, AWG, TOPS, & LIT	Continued Quality Control and Training	Continued Quality Control and Training
					Did Not Maintain Control of Call		
					FDCPA/CO Policy		
Borrower Contacts	46,729						
Borrower Call-Ins	66,397						
Correspondence	2,880	56	1	2%	Demo & Atty Info Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Delinquent Accounts	2,075						
(b)(4) AWG Accounts	12,796						
(b)(4) Litigation Packages	0						
Compromises Offered	100	100	3	3%	Due Date Incorrect	Continued Quality Control and Training	Continued Quality Control and Training
					Titanium Not Updated		
Consolidations Offered	0						
ICBP Cons. Offered	0						
LVCs	20	61	1	2%	Demo/Date LVC Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
(b)(4) Rehabilitation's Offered	1,783	417	202	48%	Program References Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
					Demographic Info Not Updated		
					Did Not Expln Program, AWG, TOPS & LIT		
					Promise Screen Updated Incorrectly		
					.30J/30H/31V/31U/31K Letters Not Sent		
Rehabilitation's Submitted	1,146						
Letters Generated	62,414						
Death Resolutions	171	150	1	1%	Name, SSN, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
Disability Resolutions	111	199	6	3%	1845 Incomplete	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	200	181	2	1%	Name, SSN, DOB Does Not Match	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Account Update	32,769						
EFT - Billing	8,335						
EFT - Returns	7,225						
(b)(4) Accounts Recalled by ED	0						
(b)(4) Accounts in Suspense	0						

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action	Preventive Measure
Balance Review	(b)(4) 156,743	1225	125	10%	Balance > \$25 Difference	PCA Balance Correction	Continued Quality Control and Training
Phone Calls Attempted	509,900	301	117	39%	Did Not Expln Program, AWG, TOPS, & LIT Did Not Maintain Control of Call	Continued Quality Control and Training	Continued Quality Control and Training
Borrower Contacts	0						
Borrower Call-Ins	58,443						
Correspondence	60,641	47	0	0%	N/A	N/A	N/A
(b)(4) Delinquent Accounts	0						
(b)(4) AWG Accounts	3,601						
(b)(4) Litigation Packages	0						
Compromises Offered	81	82	3	4%	Due Date Incorrect Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Consolidations Offered	0						
ICRP Cons. Offered	0						
LVCs	62	67	0	0%	N/A	N/A	N/A
(b)(4) Rehabilitation's Offered	1,602	692	422	61%	Program References Incomplete Demographic Info Not Updated Did Not Expln Program, AWG, TOPS & LIT Promise Screen Updated Incorrectly .30J/30H/31V/31U/31K Letters Not Sent	Continued Quality Control and Training	Continued Quality Control and Training
Rehabilitation's Submitted	1,602						
Letters Generated	60,641						
Death Resolutions	44	121	0	0%	N/A	N/A	N/A
Disability Resolutions	88	224	4	2%	1845 Incomplete Titanium Not Updated	Continued Quality Control and Training	Continued Quality Control and Training
Bankruptcy Resolutions	0						
Incarcerations	120						
EFT - Account Update	37,539	115	1	1%	AR Event Not Documented	Continued Quality Control and Training	Continued Quality Control and Training
EFT - Billing	7,242						
EFT - Returns	6,856						
(b)(4) Accounts Recalled by ED	0						
(b)(4) Accounts in Suspense	0						