

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	501	250	52	20.8%	Discrepancies in excess of \$25.00
Phone Calls Attempted	17,166				
Borrower Contacts	2,200	23	3	13.0%	Failure to disclose name of company and calling on behalf of ED
Borrower Call-Ins	255	13	4	30.8%	Failure to disclose name of company and collecting on behalf of ED
Correspondence	1,199	2	0	0.0%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	65	1	0	0.0%	
Litigation Packages	-	-	-	-	-
Compromises Offered	134	75		0.0%	
Consolidations Offered	100	25	0	0.0%	
ICRP Cons. Offered	140	36	1	2.8%	L102 not annotated received
LVCs	140	36	n/a		
Rehabilitation's Offered	23				
Rehabilitation's Submitted	698	65	10	15.4%	
Letters Generated	7,885	103	1	1.0%	
Death Resolutions	30	n/a	0		
Disability Resolutions	88	13	0	0.0%	
Bankruptcy Resolutions	3	n/a	n/a		

Incarcerations	7	n/a	n/a		
EFT - Account Update	1,797	1797	n/a	#VALUE!	
EFT - Billing	146	146	n/a		
EFT - Returns	1,129	1129	n/a		
Accounts Recalled by ED	2,071	2071	n/a		
Accounts in Suspense	62	n/a			

Corrective Action	Preventive Measure
Monthly inventory file processed.	In depth analysis of Payment Processing is underway.
	Additional Training
	Additional Training
	Additional Training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	17,410	21	8	38.1%	Discrepancies in excess of \$25.00
Phone Calls Attempted	33,038				
Borrower Contacts	1,084	14	8	57.1%	Failure to disclose name of company and calling on behalf of ED
Borrower Call-Ins	26,222	4	0	0.0%	
Correspondence	1,075	0		0.0%	
Delinquent Accounts	-	-		-	-
AWG Accounts	9			#DIV/0!	
Litigation Packages	-	-		-	-
Compromises Offered	48			#DIV/0!	
Consolidations Offered	-	-		#VALUE!	
ICRP Cons. Offered	17	8	0	0.0%	-
LVCs	-	-		n/a	
Rehabilitation's Offered	-	-		n/a	
Rehabilitation's Submitted	380			#DIV/0!	
Letters Generated	8,186	47	1	2.1%	Letter did not post to E-systems
Death Resolutions	15	-		n/a	
Disability Resolutions	14	10	0	0.0%	
Bankruptcy Resolutions	0	-		n/a	
Incarcerations	2	-		n/a	

EFT - Account Update	757	64	7	10.9%	Information was not updated to E-System
EFT - Billing	140	n/a		n/a	
EFT - Returns	715	n/a		n/a	
Accounts Recalled by ED	1,323	n/a		n/a	
Accounts in Suspense	133	n/a		n/a	

Corrective Action	Preventive Measure
Monthly inventory file processed.	Review of processes that affect balances will be completed by 3/31/2010. Fixes are being put into place as errors are found.
	Additional Training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		46	34	73.9%	Discrepancies in excess of \$25.00
Phone Calls Attempted					
Borrower Contacts		9	3	33.3%	Failure to disclose name of company and calling on behalf of ED
Borrower Call-Ins					
Correspondence	1,159	22	6	27.3%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	0	-	-	n/a	
Litigation Packages	-	-	-	-	-
Compromises Offered	34	12	3	25.0%	Offered amount lower than minimum amount
Consolidations Offered	-	-	-	n/a	
ICRP Cons. Offered	17	9	0	0.0%	-
LVCs	-	-	-	n/a	
Rehabilitation's Offered	-	-	-	n/a	
Rehabilitation's Submitted	270	-	-	n/a	
Letters Generated	5,275	28	0	0.0%	
Death Resolutions	16	-		n/a	
Disability Resolutions	17	-		#VALUE!	
Bankruptcy Resolutions	0	-	-	n/a	
Incarcerations	0	-	-	n/a	

EFT - Account Update	825	-		#VALUE!	
EFT - Billing	127	-		n/a	
EFT - Returns	719	-		n/a	
Accounts Recalled by ED	1,490	-		n/a	
Accounts in Suspense	120	-	-	n/a	

Corrective Action	Preventive Measure
Monthly inventory file processed.	Review of processes that affect balances will be completed by 3/31/2010. Fixes are being put into place as errors are found.
	Additional Training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		28	7	25.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted					
Borrower Contacts		36	5	13.9%	Failure to disclose name of company and calling on behalf of ED
Borrower Call-Ins					
Correspondence	677	12	1	8.3%	Failure to date stamp incoming correspondence
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	n/a	
Litigation Packages	-	-	-	-	-
Compromises Offered	23	9	0	0.0%	
Consolidations Offered	-	-	-	n/a	
ICRP Cons. Offered	4	4	0	0.0%	-
LVCs	-	-	-	n/a	
Rehabilitation's Offered	-	-	-	n/a	
Rehabilitation's Submitted	316	-	-	n/a	
Letters Generated	4,143	10	0	0.0%	
Death Resolutions	9	4	0	0.0%	
Disability Resolutions	6	-	-	-	
Bankruptcy Resolutions	0	-	-	-	
Incarcerations	0	0	0	0.0%	

EFT - Account Update	326	-	-	n/a	
EFT - Billing	62	-	-	n/a	
EFT - Returns	7	-	-	n/a	
Accounts Recalled by ED	2,750	-	-	n/a	
Accounts in Suspense	78	-	-	n/a	

Corrective Action	Preventive Measure
Monthly inventory file processed.	
	Additional Training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		17	1	5.9%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-		
Borrower Contacts		33	3	9.1%	Failure to disclose name of company and calling on behalf of ED
Borrower Call-Ins		-	-	-	
Correspondence	288	8	0	0.0%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	n/a	
Litigation Packages	-	-	-	-	-
Compromises Offered	18	8	0	0.0%	
Consolidations Offered	-	-	-	n/a	
ICRP Cons. Offered	3	1	0	0.0%	-
LVCs	-	-	-	n/a	
Rehabilitation's Offered	-	-	-	n/a	
Rehabilitation's Submitted	250	-	-	n/a	
Letters Generated	1,230	6	0	0.0%	
Death Resolutions	5	3	0	0.0%	
Disability Resolutions	2	-	-	-	
Bankruptcy Resolutions	1	-	-	-	
Incarcerations	0	0	0	0.0%	

EFT - Account Update	138	-	-	n/a	
EFT - Billing	50	-	-	n/a	
EFT - Returns	2	-	-	n/a	
Accounts Recalled by ED	1,000	-	-	n/a	
Accounts in Suspense		-	-	n/a	

Corrective Action	Preventive Measure
Monthly inventory file processed.	
	Additional Training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		16	0	0.0%	-
Phone Calls Attempted		-	-		-
Borrower Contacts		99	2	2.0%	Failure to disclose name of company and calling on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	257	28	1	3.6%	Did not use valid codes
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	10	4	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	2	0	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	250	-	-	-	-
Letters Generated	1,391	9	0	0.0%	-
Death Resolutions	1	4	0	0.0%	-
Disability Resolutions	12	6	1	16.7%	Envelope was not imaged to account
Bankruptcy Resolutions	0	-	-	-	-
Incarcerations	0	0	0	0.0%	-

EFT - Account Update	662	21	8	38.1%	Night phone, Address, and POE information was not updated
EFT - Billing	38	-	-	-	-
EFT - Returns	4	-	-	-	-
Accounts Recalled by ED	4,032	-	-	-	-
Accounts in Suspense	207	-	-	-	-

Corrective Action	Preventive Measure
	Additional Training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		43	0	0.0%	-
Phone Calls Attempted		-	-		-
Borrower Contacts		52	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	281	6	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	0	0	-	-
Litigation Packages	0	-	-	-	-
Compromises Offered	9	7	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	6	2	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	200	-	-	-	-
Letters Generated	647	10	0	0.0%	-
Death Resolutions	7	1	0	0.0%	-
Disability Resolutions	4	2	0	0.0%	-
Bankruptcy Resolutions	0	-	-	-	-
Incarcerations	1	0	0	0.0%	-
EFT - Account Update	167	-	-	-	-
EFT - Billing	27	-	-	-	-

EFT - Returns	5	-	-	-	-
Accounts Recalled by ED	302	-	-	-	-
Accounts in Suspense	1	-	-	-	-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		39	0	0.0%	-
Phone Calls Attempted		-	-		-
Borrower Contacts		34	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	233	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	20	-	-	-	-
Litigation Packages	10	-	-	-	-
Compromises Offered	12	6	1	16.7%	36N letter did not post to DMCS screen L106
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	6	3	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	105	-	-	-	-
Letters Generated	617	25	0	0.0%	-
Death Resolutions	1	-	-	-	-
Disability Resolutions	8	5	3	60.0%	Letter 37R did not post to DCMS screen L106/ DCMS screen L102 was not notated that 1845 was sent
Bankruptcy Resolutions	1	-	-	-	-
Incarcerations	0	1	0	0.0%	-

EFT - Account Update	222	-	-	-	-
EFT - Billing	41	-	-	-	-
EFT - Returns	4	-	-	-	-
Accounts Recalled by ED	1,983	-	-	-	-
Accounts in Suspense	151	-	-	-	-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		99	2	2.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-	-	-
Borrower Contacts		16	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	175	47	2	4.3%	Coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	10	0	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	4	3	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	78	-	-	-	-
Letters Generated	329	0	0	0.0%	-
Death Resolutions	1	-	-	-	-
Disability Resolutions	0	0	0	0.0%	-
Bankruptcy Resolutions	0	-	-	-	-
Incarcerations	1	1	0	0.0%	-
EFT - Account Update	94	-	-	-	-
EFT - Billing	24	-	-	-	-

EFT - Returns	1	-	-	-	-
Accounts Recalled by ED	20,630	-	-	-	-
Accounts in Suspense	0	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		48		0.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-	-	-
Borrower Contacts		51	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	118	1		0.0%	Coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	5	4	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-		0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	74	-	-	-	-
Letters Generated	231	0	0	0.0%	-
Death Resolutions	-	-		-	-
Disability Resolutions	1	1	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	1	0	0	0.0%	-
EFT - Account Update	83	-	-	-	-
EFT - Billing	14	-	-	-	-

EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	395	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		-	-	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		40	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	70	-	-	0.0%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	1	1	0	0.0%	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	1	2	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	30	-	-	-	-
Letters Generated	144	-	-	0.0%	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	3	-	-	0.0%	
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations				0.0%	-
EFT - Account Update	63	-	-	-	-
EFT - Billing	21	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	269	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		-	-	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		35	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	111	3	1	33.3%	Correspondence type was coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	4	4	2	50.0%	Letter 36N did not post to DMCS L106/Compromise letter states incorrect dollar amount due
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	1	-	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	50	-	-	-	-
Letters Generated	181	-	-	0.0%	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	-	-	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	0.0%	-
EFT - Account Update	49	-	-	-	-
EFT - Billing	12	-	-	-	-

EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	728	-	-	-	-
Accounts in Suspense	103	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	501	251	11	4.4%	Discrepancies in excess of \$25.00
Phone Calls Attempted	295,668				
Borrower Contacts	19,797	167	24	15.0%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins	2,302	21	13	62.0%	Failure to disclose name of company and collecting on behalf of ED
Correspondence	1,998	249	25	10.0%	Correspondence Received letter not requested, missing date stamp, L102 not notated
Delinquent Accounts	-	-	-	-	-
AWG Accounts	633	43	0	0.0%	-
Litigation Packages	-	-	-	-	-
Compromises Offered	134	39		0.0%	-
Consolidations Offered	300	75	0	0.0%	
ICRP Cons. Offered	140	104	2	1.9%	Failure to annotate E-systems documents sent
LVCs	140	104	n/a		

Rehabilitation's Offered	835	n/a			
Rehabilitation's Submitted	0	0			
Letters Generated	54,015	97		0.0%	
Death Resolutions	47	n/a			
Disability Resolutions	88	75	6	8.0%	
Bankruptcy Resolutions	4	n/a	n/a		
Incarcerations	45	n/a	n/a		
EFT - Account Update	16,930	16930	n/a		
EFT - Billing	995	995	n/a		
EFT - Returns	4,999	4999	n/a		
Accounts Recalled by ED	395	395	n/a		
Accounts in Suspense	210	n/a			

Corrective Action	Preventive Measure
Monthly Inventory file processed to correct balances.	In depth analysis of Payment Processing is underway.
	Additional training
	Additional training
Employee will be terminated.	
-	-
-	-
-	-
-	-
	Additional training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	47,616	172	3	1.7%	Discrepancies in excess of \$25.00
Phone Calls Attempted	330,386				
Borrower Contacts	6,263	94	42	44.7%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins	26,222	15	0	0.0%	
Correspondence	1,962	54	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	394	14	2	14.3%	L103 & L104 Screens did not contain the same information. L140 was not coded with SWG
Litigation Packages	-	-	-	-	-
Compromises Offered	145	-	-	#VALUE!	-
Consolidations Offered	-	-			
ICRP Cons. Offered	92	49	0	0.0%	
LVCs					
Rehabilitation's Offered					
Rehabilitation's Submitted					
Letters Generated	40,898	51	0	0.0%	
Death Resolutions	38	n/a			
Disability Resolutions	63	31	0	0.0%	
Bankruptcy Resolutions	4	n/a	n/a		
Incarcerations	40	n/a	n/a		

EFT - Account Update	11,721	n/a	n/a		
EFT - Billing	1,090	n/a	n/a		
EFT - Returns	0	n/a	n/a		
Accounts Recalled by ED	711	n/a	n/a		
Accounts in Suspense	485	n/a	n/a		

Corrective Action	Preventive Measure
Monthly Inventory file processed to correct balances.	Review of processes that affect balances will be completed by 3/31/2010. Fixes are being put into place as errors are found.
	Additional training
	Additional training
-	-
-	-
-	-
-	-
-	-
	Additional training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		50	0	0.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted					
Borrower Contacts		63	16	25.4%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins				#DIV/0!	
Correspondence	3,194	27	1	3.7%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	452	-			
Litigation Packages	n/a	n/a	-	t	-
Compromises Offered	155	13	3	23.1%	Offered compromise lower than minimum amount and letter 36N did not post to E-systems
Consolidations Offered	-	-	-	n/a	
ICRP Cons. Offered	160	38	0	0.0%	
LVCs	-	-	-	n/a	
Rehabilitation's Offered	-	-			
Rehabilitation's Submitted	-	-			
Letters Generated	73,823	22	0	0.0%	
Death Resolutions	75	-			
Disability Resolutions	124	51		0.0%	
Bankruptcy Resolutions	11	-			
Incarcerations	51	-			
EFT - Account Update	12,711	-			

EFT - Billing	1,012	-			
EFT - Returns	5,569	-			
Accounts Recalled by ED	1,269	-			
Accounts in Suspense	462	-			

Corrective Action	Preventive Measure
Monthly Inventory file processed to correct balances.	Review of processes that affect balances will be completed by 3/31/2010. Fixes are being put into place as errors are found.
	Additional training
	Additional training
	-
	-
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	Additional training

QC Sample	Total Number	Sample Size	Errors Found # of		Description of Errors
Balance Review		55	1	1.8%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-	-	-
Borrower Contacts		277	28	10.1%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	2,185	42	3	7.1%	Categorized documents incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	451	-	-	-	-
Litigation Packages	n/a	n/a	-	-	-
Compromises Offered	117	56	3	5.4%	Offered compromise lower than minimum amount and letter 36N did not post to E-systems/ Due date past 90 days
Consolidations Offered	-	-	-	n/a	
ICRP Cons. Offered	152	64	0	0.0%	
LVCs	-	-	-	n/a	
Rehabilitation's Offered	-	-	-		
Rehabilitation's Submitted	-	-	-		
Letters Generated	29,721	40	0	0.0%	
Death Resolutions	80	50	0	0.0%	
Disability Resolutions	83		-		
Bankruptcy Resolutions	14	-	-		

Incarcerations	55	37	3	8.1%	Updating L103 with Prison demographics
EFT - Account Update	6,787	-	-		
EFT - Billing	1,006	-	-		
EFT - Returns	0	-	-		
Accounts Recalled by ED	1,559	-	-		
Accounts in Suspense	331	-	-		

Corrective Action	Preventive Measure
Monthly Inventory file processed to correct balances.	Review of processes that affect balances will be completed by 3/31/2010. Fixes are being put into place as errors are found.
-	-
	Additional training
	Additional training
-	-
-	-
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	Additional training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		48	0	0.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-	-	-
Borrower Contacts		371	34	9.2%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	1,288	49	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	105	49	4	8.2%	Letter 36N did not post to E-systems/ Compromise offer letter was not sent to the borrower/Letter was sent to borrower with different amount
Consolidations Offered	-	-	-	n/a	
ICRP Cons. Offered	120	75	2	2.7%	ADOI box not checked/Letter 37A not posted to E-systems
LVCs	-	-	-	n/a	
Rehabilitation's Offered	-	-	-		
Rehabilitation's Submitted	-	-	-		
Letters Generated	23,727	64	0	0.0%	
Death Resolutions	67	46	0	0.0%	

Disability Resolutions	83	64	3	4.7%	Credit report missing/Letters not posted to E-systems/Letters not sent to the borrower
Bankruptcy Resolutions	20	-	-		
Incarcerations	42	31	0	0.0%	
EFT - Account Update	6,087	-	-		
EFT - Billing	724	-	-		
EFT - Returns	21	-	-		
Accounts Recalled by ED	1,308	-	-		
Accounts in Suspense		-	-		

Corrective Action	Preventive Measure
Monthly Inventory file processed to correct balances.	Review of processes that affect balances will be completed by 3/31/2010. Fixes are being put into place as errors are found.
-	-
	Additional training
	Additional training
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	Additional training

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		46	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		692	16	2.3%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	1,232	42	1	2.4%	Did not use valid codes
Delinquent Accounts		-	-	-	-
AWG Accounts	815	34	11	32.4%	T12 was undeliverable/POE address does not match on L141 and L103
Litigation Packages		-	-	-	-
Compromises Offered	143	71	3	4.2%	Dollar amount was entered incorrectly/Letter did not post to DMCS/Compromise was entered as a Non-Standard comp and it was a regular comp
Consolidations Offered		-	-	-	-
ICRP Cons. Offered	69	36	1	2.8%	L102 was not documented properly
LVCs		-	-	-	-
Rehabilitation's Offered		-	-	-	-
Rehabilitation's Submitted		-	-	-	-
Letters Generated	31,253	39	0	0.0%	-
Death Resolutions	55	39	0	0.0%	-

Disability Resolutions	115	52	1	1.9%	Letter was not sent to the borrower
Bankruptcy Resolutions	14	-	-	-	-
Incarcerations	55	21	1	4.8%	Borrower's DOB
EFT - Account Update	6,942	46	25	54.3%	Night Phone, Address, and POE information were not updated
EFT - Billing	730	-	-	-	-
EFT - Returns	38	-	-	-	-
Accounts Recalled by ED	1,348	-	-	-	-
Accounts in Suspense	299	-	-	-	-

Corrective Action	Preventive Measure
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-	Additional training
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		61	2	3.3%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-	-	-
Borrower Contacts		714	12	1.7%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	1,207	44	1	2.3%	Letter was not requested to be sent to borrower
Delinquent Accounts		-	-	-	-
AWG Accounts	593	49	11	22.4%	Not verifying the borrower's SSN and POE/POE address does not match on L141 and L103. N03 posted to DMCS.
Litigation Packages	0	-	-	-	-
Compromises Offered	78	43	4	9.3%	Dollar amount was entered incorrectly/Letter did not post to DMCS/Compromise notation was not fulfilled.
Consolidations Offered		-	-	-	-
ICRP Cons. Offered	70	48	0	0.0%	-
LVCs		-	-	-	-
Rehabilitation's Offered		-	-	-	-
Rehabilitation's Submitted		-	-	-	-
Letters Generated	40,008	40	0	0.0%	-
Death Resolutions	71	49	0	0.0%	-

Disability Resolutions	61	48	4	8.3%	Letters were not updated to DMCS/Letter was not sent to the borrower
Bankruptcy Resolutions	13	-	-	-	-
Incarcerations	56	45	1	2.2%	Borrower's release date was listed incorrectly on DMCS
EFT - Account Update	3,977	-	-	-	-
EFT - Billing	669	-	-	-	-
EFT - Returns	32	-	-	-	-
Accounts Recalled by ED	586	-	-	-	-
Accounts in Suspense	64	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		63	0	0.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted		-	-	-	-
Borrower Contacts		665	28	4.2%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	1,215	51	10	19.6%	Correspondence letter was sent to borrower when letter came from a third party/Correspondence was coded incorrectly/DMCS was not properly notated
Delinquent Accounts	-	-	-	-	-
AWG Accounts	492	50	6	12.0%	Borrower's address was not verified/ DCMS screen L141 does not match screen L103 regarding POE information/Borrower's SSN was not verified/ POE was not properly verified/ N03 letter was sent
Litigation Packages	26	-	-	-	-
Compromises Offered	114	45	3	6.7%	Dollar amount was entered incorrectly/Compromise notation was not fulfilled/Letter was requested with improper dollar amount
Consolidations Offered	-	-	-	-	-

ICRP Cons. Offered	89	46	5	10.9%	Correspondence letter was not sent to borrower/DCMS screen L102 was not documented that documents were received/ Letter 37A did not post to DCMS screen L106
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	155	-	-	-	-
Letters Generated	22,490	43	0	0.0%	-
Death Resolutions	167	55	1	1.8%	Death certificate was not imaged to the account
Disability Resolutions	88	45	5	11.1%	Letter 37R did not post to DCMS screen L106/ DCMS screen L102 was not notated that application was sent/Letter 37A did not post to DCMS screen L106/Borrower's address does not match L103/
Bankruptcy Resolutions	17	-	-	-	-
Incarcerations	63	49	1	2.0%	Borrower's DOB does not match DCMS
EFT - Account Update	9,547	-	-	-	-
EFT - Billing	1,142	-	-	-	-
EFT - Returns	44	-	-	-	-
Accounts Recalled by ED	1,179	-	-	-	-
Accounts in Suspense	292	-	-	-	-

Corrective Action	Preventive Measure
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	Additional training
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		96	3	3.1%	Discrepancies in excess of \$25.00
Phone Calls Attempted			-	-	-
Borrower Contacts		713	6	0.8%	Failure to disclose name of company and collecting on behalf of ED
Borrower Call-Ins		-	-	-	-
Correspondence	1,120	50	3	6.0%	Coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	704	24	3	12.5%	Letters were undeliverable to address
Litigation Packages	50	-	-	-	-
Compromises Offered	70	31	3	9.7%	DMCS was notated incorrectly/Letter was requested with no date/Compromise amount was offered lower than minimum amount
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	114	22	3	13.6%	Borrower's information is incorrect on the ICRP application/
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	280	-	-	-	-
Letters Generated	45,430	50	0	0.0%	-

Death Resolutions	100	45	4	8.9%	Documents were not imaged to the account/DMCS was not notated/Missing verification letter
Disability Resolutions	96	43	1	2.3%	DMCS was not notated 1845 was received
Bankruptcy Resolutions	11	-	-	-	-
Incarcerations	52	33	3	9.1%	Documents were not imaged to the account/Loan ID SSN were not notated on document
EFT - Account Update	6,511	-	-	-	-
EFT - Billing	852	-	-	-	-
EFT - Returns	43	-	-	-	-
Accounts Recalled by ED	1,619	-	-	-	-
Accounts in Suspense	80	-	-	-	-

Corrective Action	Preventive Measure
	Additional training

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		53	0	0.0%	-
Phone Calls Attempted			-	-	-
Borrower Contacts		1716	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,269	49	13	26.5%	Coded incorrectly / Letter not requested to be sent to the borrower
Delinquent Accounts		-	-	-	-
AWG Accounts	459	40	3	7.5%	Letters were undeliverable to address
Litigation Packages	50	-	-	-	-
Compromises Offered	65	44	4	9.1%	DMCS was notated incorrectly/Letter was requested with no date/Compromise amount was offered lower than minimum amount
Consolidations Offered		-	-	-	-
ICRP Cons. Offered	158	28	1	3.6%	DMCS was not documented properly
LVCs		-	-	-	-
Rehabilitation's Offered		-	-	-	-
Rehabilitation's Submitted	487	-	-	-	-
Letters Generated	33,567	50	0	0.0%	-

Death Resolutions	145	50	1	2.0%	Documents were not imaged to the account/DMCS was not notated/Missing verification letter
Disability Resolutions	107	24	7	29.2%	DMCS was not notated 1845 was received / L102 not notated properly /
Bankruptcy Resolutions	12	-	-	-	-
Incarcerations	68	50	2	4.0%	Documents were not imaged to the account/Loan ID SSN were not notated on document
EFT - Account Update	7,828	-	-	-	-
EFT - Billing	978	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	2,040	-	-	-	-
Accounts in Suspense	73	-	-	-	-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		64	0	0.0%	-
Phone Calls Attempted			-	-	-
Borrower Contacts		1306	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,205	41	3	7.3%	Correspondence type was coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	892	20	2	10.0%	Did not make proper amount of POE attempts
Litigation Packages	60	-	-	-	-
Compromises Offered	55	40	3	7.5%	Due date was notated incorrectly on L102 screen/DMCS L102 screen was documented incorrectly
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	176	40	5	12.5%	ADOI box was not checked/ICRP sent to borrower was not notated in collector notes
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	365	-	-	-	-
Letters Generated	54,675	41	0	0.0%	-
Death Resolutions	164	41	1	2.4%	Required documentation was not notated in DMCS L102 screen

Disability Resolutions	154	43	17	39.5%	Date stamp page dates do not match 1845/CSB Verification page was not signed and attached to 1845 submit/1845 sent to borrower was not notated in collector notes/DMCS L102 screen was not notated that 1845 was sent to the borrower/Collector Code was incorrect/Letter 37R was not sent to the borrower
Bankruptcy Resolutions	17	-	-	-	-
Incarcerations	139	49	0	0.0%	
EFT - Account Update	8,192	-	-	-	-
EFT - Billing	1,450	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	2,483	-	-	-	-
Accounts in Suspense		-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		50	2	4.0%	Discrepancies in excess of \$25.00
Phone Calls Attempted			-	-	-
Borrower Contacts		974	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,179	37	7	18.9%	Correspondence type was coded incorrectly / Letter 37A was not requested to be sent to the borrower
Delinquent Accounts	-	-	-	-	-
AWG Accounts		25	10	40.0%	Did not make proper amount of POE attempts / POE was not verified by SSN
Litigation Packages	31	-	-	-	-
Compromises Offered	60	46		0.0%	Due date was notated incorrectly on L102 screen/DMCS L102 screen was documented incorrectly
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	154	40	2	5.0%	ADOI box was not checked
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	475	-	-	-	-
Letters Generated	35,076	46	0	0.0%	-
Death Resolutions	87	46	6	13.0%	Required documentation was not notated in DMCS L102 screen properly / Loan ID was not documented on documents

Disability Resolutions	127	27	4	14.8%	Date stamp page dates do not match /1845 sent to borrower was not notated in collector notepad/Letter 37R was not requested to be sent to the borrower/Collector Code was incorrect/
Bankruptcy Resolutions	8	-	-	-	-
Incarcerations	83	33	3	9.1%	Loan ID was not documented on document/DMCS L103 was not updated with Prison location information
EFT - Account Update	5,966	-	-	-	-
EFT - Billing	1,046	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,257	-	-	-	-
Accounts in Suspense	157	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		-	-	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		15	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	67	-	-	-	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered		-	-	-	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	0	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	45	-	-	-	-
Letters Generated	179	-	-	0.0%	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	1	1	100.0%	
Bankruptcy Resolutions	0	-	-	-	-
Incarcerations	0	-	-	-	-
EFT - Account Update	68	-	-	-	-
EFT - Billing	31	-	-	-	-
EFT - Returns	0	-	-	-	-

Accounts Recalled by ED	270	-	-	-	-
Accounts in Suspense	0	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		3	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		20	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	94	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	3	4	2	50.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	34	-	-	-	-
Letters Generated	163	-	-	0.0%	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	2	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	72	-	-	-	-
EFT - Billing	27	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	250	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review				0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		34	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	29	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	4	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	1	2	0	0.0%	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	18	-	-	-	-
Letters Generated	178	-	-	0.0%	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	-	0		
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	1	-	-	-	-
EFT - Account Update	56	-	-	-	-
EFT - Billing	22	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	541	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		16	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		15	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence		-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	5	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	6	-	0	#VALUE!	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	475	-	-	-	-
Letters Generated	176	-	-	0.0%	-
Death Resolutions	1	-	-	-	-
Disability Resolutions	7	-	0	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	1	-	-	-	-
EFT - Account Update	50	-	-	-	-
EFT - Billing	19	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	299	-	-	-	-
Accounts in Suspense	396	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		4	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		1	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	27	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	1	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	2	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	20	-	-	-	-
Letters Generated	174	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	38	-	-	-	-
EFT - Billing	10	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	237	-	-	-	-
Accounts in Suspense	376	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review			0	#DIV/0!	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts			0	#DIV/0!	-
Borrower Call-Ins		-	-	-	-
Correspondence	31	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	1	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	3	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	12	-	-	-	-
Letters Generated	87	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	22	-	-	-	-
EFT - Billing	13	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	253	-	-	-	-
Accounts in Suspense	99	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		6	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		14	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	17	7	2	28.6%	Envelope was not imaged to account / Document was not coded properly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	2	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	2	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	16	-	-	-	-
Letters Generated	64	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	17	-	-	-	-
EFT - Billing	6	-	-	-	-

EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	165	-	-	-	-
Accounts in Suspense	99	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		6	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		12	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	50	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	1	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	7	-	-	-	-
Letters Generated	93	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	58	-	-	-	-
EFT - Billing	12	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	153	-	-	-	-
Accounts in Suspense	98	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		9	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		3	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	47	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	32	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	12	-	-	-	-
EFT - Billing	6	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	88	-	-	-	-
Accounts in Suspense	0	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		6	1	16.7%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		-	-	-	-
Borrower Call-Ins		-	-	-	-
Correspondence	22	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	98	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		0	-	-	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		4	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	25	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	98	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,578	10	3	30.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	166	-	-	-	-
Borrower Contacts	35	12	0	0.0%	-
Borrower Call-Ins	42	-	-	-	-
Correspondence	51	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	3	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA will work with their IT department to ensure the monthly inventory file (recon) is working correctly to ensure that the balance on each account is correct.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		30	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		683	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,052	30	4	13.3%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	694	27	2	7.4%	
Litigation Packages	50	-	-	-	-
Compromises Offered		27	5	18.5%	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	151	30	3	10.0%	
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	400	-	-	-	-
Letters Generated	19,088	29	0	0.0%	-
Death Resolutions	82	12	0	0.0%	
Disability Resolutions	93	29	5	17.2%	
Bankruptcy Resolutions	10	-	-	-	-
Incarcerations	65	30	2	6.7%	
EFT - Account Update	21,457	-	-	-	-
EFT - Billing	1,098	-	-	-	-
EFT - Returns	0	-	-	-	-
Accounts Recalled by ED	2,131	-	-	-	-
Accounts in Suspense	56	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		50	1	2.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		927	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,237	29	3	10.3%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	541	24	2	8.3%	
Litigation Packages	50	-	-	-	-
Compromises Offered	68	43	1	2.3%	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	196	46	4	8.7%	
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	371	-	-	-	-
Letters Generated	39,977	50	0	0.0%	-
Death Resolutions	157	46	2	4.3%	
Disability Resolutions	124	34	1	2.9%	
Bankruptcy Resolutions	12	-	-	-	-
Incarcerations	107	31	0	0.0%	
EFT - Account Update	7,282	-	-	-	-
EFT - Billing	2,343	-	-	-	-
EFT - Returns	0	-	-	-	-
Accounts Recalled by ED	2,325	-	-	-	-
Accounts in Suspense	87	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		72	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		1096	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	753	49	8	16.3%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	871	37	2	5.4%	
Litigation Packages	50	-	-	-	-
Compromises Offered	113	39	7	17.9%	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	202	45	0	0.0%	
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	385	-	-	-	-
Letters Generated	43,230	49	0	0.0%	-
Death Resolutions	132	44	0	0.0%	
Disability Resolutions	163	40	2	5.0%	
Bankruptcy Resolutions	21	-	-	-	-
Incarcerations	62	25	0	0.0%	
EFT - Account Update	5,549	-	-	-	-
EFT - Billing	842	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	4,665	-	-	-	-
Accounts in Suspense	108	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found #	or %	Description of Errors
Balance Review		86	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		1040	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence		50	4	8.0%	Incorrect coding of images / Documents imaged to the wrong account
Delinquent Accounts		-	-	-	-
AWG Accounts	852		0	0.0%	
Litigation Packages	25		-	-	-
Compromises Offered	79	21	2	9.5%	Did not send compromise letter to borrower / sent compromise letter with incorrect dollar amount and date
Consolidations Offered		-	-	-	-
ICRP Cons. Offered	191	33	0	0.0%	
LVCs		-	-	-	-
Rehabilitation's Offered		-	-	-	-
Rehabilitation's Submitted	15		-	-	-
Letters Generated	45,329	50	0	0.0%	
Death Resolutions	144	25	0	0.0%	
Disability Resolutions	138	36	2	5.6%	CSB original verification sheet was not filled out / DMCS L102 was not notated 1845 sent to borrower
Bankruptcy Resolutions	18		-	-	-
Incarcerations	99	49	0	0.0%	
EFT - Account Update	7,697		-	-	-

EFT - Billing	1,125	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,020	-	-	-	-
Accounts in Suspense	864	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		46	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		699	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,048	32	1	3.1%	Image was not coded correctly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	901	50	0	0.0%	
Litigation Packages	11	-	-	-	-
Compromises Offered	67	26	2	7.7%	DMCS L102 was not documented and Letter was not posted to DMCS
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	126	40	0	0.0%	
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	415	-	-	-	-
Letters Generated	29,198	50	0	0.0%	-
Death Resolutions	162	42	0	0.0%	
Disability Resolutions	148	42	0	0.0%	
Bankruptcy Resolutions	18	-	-	-	-
Incarcerations	128	50	0	0.0%	
EFT - Account Update	8,924	-	-	-	-
EFT - Billing	2,122	40	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	2,837	18	-	-	-
Accounts in Suspense	872	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		87	0	0.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		718	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,581	34	5	14.7%	Image coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	911		0	0.0%	
Litigation Packages	50	-	-	-	-
Compromises Offered	76	41	0	0.0%	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	204	50	0	0.0%	
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	560	-	-	-	-
Letters Generated	66,553	44	0	0.0%	-
Death Resolutions	184	50	0	0.0%	
Disability Resolutions	130	13	1	7.7%	PCA's system was not properly documented
Bankruptcy Resolutions	11	-	-	-	-
Incarcerations	95	33	0	0.0%	
EFT - Account Update	5,826	-	-	-	-
EFT - Billing	791	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,355	29	0	0.0%	-
Accounts in Suspense	200	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		98	1	1.0%	
Phone Calls Attempted		-	-	-	-
Borrower Contacts		838		0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,069	21	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	832	28	2	7.1%	POE number was not attempted required amount of times / POE was not verified
Litigation Packages	50	-	-	-	-
Compromises Offered	53	30	0	0.0%	
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	22	-	-	-	
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	670	-	-	-	-
Letters Generated	47,119	52	1	1.9%	Letter was not updated to DMCS L106
Death Resolutions	131	33	0	0.0%	
Disability Resolutions	156	46	0	0.0%	
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	114	27	1	3.7%	DMCS L103 was not updated with prison name/address/inmate number/phone number to jail
EFT - Account Update	4,094	-	-	-	-
EFT - Billing	655	-	-	-	-

EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	2,968	-	-	-	-
Accounts in Suspense	257	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		118	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		669	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,670	44	4	9.1%	Image coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	893	31	2	6.5%	POE number was not attempted the required amount of times / POE was not verified
Litigation Packages	76	-	-	-	-
Compromises Offered	102	50	5	10.0%	Compromise Agreement letter was not sent to the borrower / Compromise Agreement letter does not have a payment due date / Compromise Agreement letter states incorrect dollar amount
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	510	-	-	-	-
Letters Generated	47,454	50	0	0.0%	-
Death Resolutions	140	41	0	0.0%	-
Disability Resolutions	197	32	1	3.1%	Date application was received on the Disability cover sheet was incorrect
Bankruptcy Resolutions	-	-	-	-	-

Incarcerations	146	40	0	0.0%	-
EFT - Account Update	8,425	-	-	-	-
EFT - Billing	1,381	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,275	-	-	-	-
Accounts in Suspense	311	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		111	0	0.0%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		493	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	1,217	45	0	0.0%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	984	29	5	17.2%	POE number was not attempted the required amount of times / POE was not verified
Litigation Packages	88	-	-	-	-
Compromises Offered	88	44	1	2.3%	Compromise Agreement letter was sent to the borrower without proper date or amount listed
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	0	-	-	-	-
Letters Generated	26,263	50	0	0.0%	-
Death Resolutions	35	50	1	2.0%	No documentation in DMCS screen L102
Disability Resolutions	53	18	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	23	39	1	2.6%	Document was not imaged to the account
EFT - Account Update	2,682	-	-	-	-
EFT - Billing	441	-	-	-	-

EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	1,194	-	-	-	-
Accounts in Suspense	176	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review		109	15	13.8%	-
Phone Calls Attempted		-	-	-	-
Borrower Contacts		281	1	0.4%	Failure to disclose program requirements in its entirety
Borrower Call-Ins		-	-	-	-
Correspondence	975	25	0	0.0%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	584	-	-	-	-
Litigation Packages	77	-	-	-	-
Compromises Offered	67	32	2	6.3%	Compromise letter sent to borrower with wrong dollar amount
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	0	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	86	22	0	0.0%	
Disability Resolutions	145	20	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	85	26	0	0.0%	
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	293	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found # of		Description of Errors
Balance Review		123	10	8.1%	Discrepancies in excess of \$24.99
Phone Calls Attempted		-	-	-	-
Borrower Contacts		242	0	0.0%	-
Borrower Call-Ins		-	-	-	-
Correspondence	648	31	1	3.2%	Image coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	1,155	24	0	0.0%	-
Litigation Packages	100	-	-	-	-
Compromises Offered	67	25	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	0	-	-	-	-
Letters Generated	0	-	-	-	-
Death Resolutions	86	50	2	4.0%	Documents were not imaged to the account
Disability Resolutions	123	21	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	40	40	1	2.5%	Document was not imaged to the account
EFT - Account Update	1,611	-	-	-	-
EFT - Billing	0	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	1,239	-	-	-	-
Accounts in Suspense	370	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	101,589	111	15	13.5%	Discrepancies in excess of \$24.99
Phone Calls Attempted	462,363	-	-	-	-
Borrower Contacts	5,416	452	0	0.0%	-
Borrower Call-Ins	4,192	-	-	-	-
Correspondence	903	34	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	767	20	0	0.0%	-
Litigation Packages	57	-	-	-	-
Compromises Offered	43	19	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	160	41	0	0.0%	-
Disability Resolutions	140	32	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	118	30	0	0.0%	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-

Accounts in Suspense	310	-	-	-	-
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Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA will work with their IT department on the monthly inventory file (recon) to ensure that the balance on each account is correct.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	22,280	10	1	10.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	1,007	-	-	-	-
Borrower Contacts	344	15	0	0.0%	-
Borrower Call-Ins	138	-	-	-	-
Correspondence	32	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	102	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA will work with their IT department to ensure the monthly inventory file (recon) is working correctly to ensure that the balance on each account is correct.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	22,280	4	0	0.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	371	-	-	-	-
Borrower Contacts	152	-	0	#DIV/0!	-
Borrower Call-Ins	89	-	-	-	-
Correspondence	16	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA will work with their IT department to ensure the monthly inventory file (recon) is working correctly to ensure that the balance on each account is correct.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,415	4	0	0.0%	-
Phone Calls Attempted	1,893	-	-	-	-
Borrower Contacts	135	22	0	0.0%	-
Borrower Call-Ins	71	-	-	-	-
Correspondence	44	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	8	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,376	4	0	0.0%	-
Phone Calls Attempted	938	-	-	-	-
Borrower Contacts	90	7	0	0.0%	-
Borrower Call-Ins	61	-	-	-	-
Correspondence	46	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	1	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,313	7	3	42.9%	Discrepancies in excess of \$24.99
Phone Calls Attempted	1,027	-	-	-	-
Borrower Contacts	121	18	0	0.0%	-
Borrower Call-Ins	71	-	-	-	-
Correspondence	22	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	4	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	2	-	-	-	-

Corrective Action	Preventive Measure
PCA has not received the monthly inventory file (recon).	As soon as this is updated PCA will run the recon file to address this issue.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,925	0	0	0.0%	-
Phone Calls Attempted	3,054	-	-	-	-
Borrower Contacts	150	8	0	0.0%	-
Borrower Call-Ins	71	-	-	-	-
Correspondence	10	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	3	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,269	5	2	40.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	150	-	-	-	-
Borrower Contacts	60	4	0	0.0%	-
Borrower Call-Ins	25	-	-	-	-
Correspondence	36	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	111	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	1	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,413	7	0	0.0%	-
Phone Calls Attempted	400	-	-	-	-
Borrower Contacts	90	8	0	0.0%	-
Borrower Call-Ins	50	-	-	-	-
Correspondence	40	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	3	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,320	27	1	3.7%	Discrepancies in excess of \$24.99
Phone Calls Attempted	4,600	-	-	-	-
Borrower Contacts	15	12	0	0.0%	-
Borrower Call-Ins	600	-	-	-	-
Correspondence	32	-	-	-	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	1	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	1	-	-	-	-
Letters Generated	-	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	64	-	-	-	-

EFT - Billing	25	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	1	-	-	-	-

Corrective Action	Preventive Measure
<p>The balance was corrected. The error rate relates to technical issues used within our collection system and negative balances as well as timing issues when we updated the most recent reconciliation file.</p>	<p>PCA will work with their IT department and collection staff on these issues to ensure that these types of errors do not happen again. The reconciliation file will be updated and checked for accuracy in a timely manner.</p>
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,447	6	0	0.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	5,600	-	-	-	-
Borrower Contacts	55	8	0	0.0%	-
Borrower Call-Ins	150	-	-	-	-
Correspondence	46	5	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	0	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	8	-	-	-	-
Letters Generated	83	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	1	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	21	-	-	-	-
EFT - Billing	6	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspende	0	-	-	-	-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,519	2	0	0.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	4,812	-	-	-	-
Borrower Contacts	117	1	0	0.0%	-
Borrower Call-Ins	48	-	-	-	-
Correspondence	11	3	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	1	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	7	-	-	-	-
Letters Generated	44	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	26	-	-	-	-
EFT - Billing	7	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	1	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,483	6	0	0.0%	-
Phone Calls Attempted	350	-	-	-	-
Borrower Contacts	6	6	0	0.0%	-
Borrower Call-Ins	164	-	-	-	-
Correspondence	21	2	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	-	-	-	-	-
Consolidations Offered	0	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	7	-	-	-	-
Letters Generated	12	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	-	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	14	-	-	-	-
EFT - Billing	5	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	272,811	113	3	2.7%	Discrepancies in excess of \$24.99
Phone Calls Attempted	460,458	-	-	-	-
Borrower Contacts	5,656	573	3	0.5%	No documentation of calls
Borrower Call-Ins	6,663	-	-	-	-
Correspondence	1,334	19	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	209	22	0	0.0%	-
Litigation Packages	2	-	-	-	-
Compromises Offered	136	33	2	6.1%	Compromise letter was not requested
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	48,983	-	-	-	-
Death Resolutions	188	22	0	0.0%	-
Disability Resolutions	311	32	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	144	40	0	0.0%	-

EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense		-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA will work with their IT department on the monthly inventory file (recon) to ensure that the balance on each account is correct.
-	-
Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties.
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Coaching was conducted. It is understood that a compromise letter must be sent on each compromise entered.	PCA will QC each compromise entered to ensure that the letters are sent out for every compromise entered.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	272,811	47	3	6.4%	Discrepancies in excess of \$24.99
Phone Calls Attempted	410,794	-	-	-	-
Borrower Contacts	11,833	624	5	0.8%	No documentation of calls
Borrower Call-Ins	6,438	-	-	-	-
Correspondence	1,320	25	1	4.0%	Correspondence was coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	953	50	0	0.0%	-
Litigation Packages	-	-	-	-	-
Compromises Offered	144	50	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	-	-	-	-	-
Letters Generated	117,262	-	-	-	-
Death Resolutions	231	21	0	0.0%	-
Disability Resolutions	313	30	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	135	30	0	0.0%	-

EFT - Account Update	-	-	-	-	-
EFT - Billing	-	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,562	-	-	-	-
Accounts in Suspense	66	-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA will work with their IT department on the monthly inventory file (recon) to ensure that the balance on each account is correct.
-	-
Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties.
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Was addressed with the employee	The manager will audit the correspondence log daily to avoid error such as this in the future.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	118,715	74	3	4.1%	Discrepancies in excess of \$24.99
Phone Calls Attempted	659,605	-	-	-	-
Borrower Contacts	12,234	651	0	0.0%	-
Borrower Call-Ins	6,401	-	-	-	-
Correspondence	1,368	26	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	1,062	31	0	0.0%	-
Litigation Packages	120	-	-	-	-
Compromises Offered	135	50	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	1,185	-	-	-	-
Letters Generated	66,835	-	-	-	-
Death Resolutions	240	30	0	0.0%	-
Disability Resolutions	276	30	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	138	18	0	0.0%	-
EFT - Account Update	8,915	-	-	-	-
EFT - Billing	1,178	-	-	-	-
EFT - Returns	-	-	-	-	-

Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	67	-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA has been delayed running the recon file due to the missing pay files for 03/23/2012 - 03/26/2012. As soon as this is updated PCA will run the recon file to address this issue.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	116,765	121	13	10.7%	Discrepancies in excess of \$24.99
Phone Calls Attempted	587,758	-	-	-	-
Borrower Contacts	11,225	726	3	0.4%	Borrower was not offered balance in full or settlement amount. / No documentation of calls
Borrower Call-Ins	5,527	-	-	-	-
Correspondence	1,174	14	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	1,072	31	0	0.0%	-
Litigation Packages	120	-	-	-	-
Compromises Offered	136	50	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	306	-	-	-	-
Letters Generated	30,359	-	-	-	-
Death Resolutions	178	41	0	0.0%	-
Disability Resolutions	272	32	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-

Incarcerations	123	40	0	0.0%	-
EFT - Account Update	8,915	-	-	-	-
EFT - Billing	4,476	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,658	-	-	-	-
Accounts in Suspense	47	-	-	-	-

Corrective Action	Preventive Measure
The balances were corrected. The higher error rate relates to technical issues of the monthly inventory file (recon).	PCA has been delayed running the recon file due to the missing pay files. As soon as this is updated PCA will run the recon file to address this issue.
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Coaching was conducted. The collectors understand the importance of giving the borrower all options as well as documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to offer all possible options when negotiating the payment arrangement with the borrower as well as to document all contacts with the borrower or unauthorized parties
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	135,087	90	6	6.7%	Discrepancies in excess of \$24.99
Phone Calls Attempted	587,483	-	-	-	-
Borrower Contacts	12,550	952	9	0.9%	No documentation of calls
Borrower Call-Ins	6,103	-	-	-	-
Correspondence	1,177	29	3	10.3%	Correspondence was coded incorrectly.
Delinquent Accounts	-	-	-	-	-
AWG Accounts	498	31	0	0.0%	-
Litigation Packages	61	-	-	-	-
Compromises Offered	146	50	5	10.0%	No dollar amount or wrong dollar amount listed on compromise letter sent to borrower. Incorrect or no date listed on compromise letter sent to borrower
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	606	-	-	-	-
Letters Generated	42,614	-	-	-	-
Death Resolutions	161	50	0	0.0%	-

Disability Resolutions	256	32	1	3.1%	SSN on date stamp page does not match SSN on application
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	151	50	0	0.0%	-
EFT - Account Update	8,511	-	-	-	-
EFT - Billing	911	-	-	-	-
EFT - Returns	3,823	-	-	-	-
Accounts Recalled by ED	1,181	-	-	-	-
Accounts in Suspense	56	-	-	-	-

Corrective Action	Preventive Measure
PCA has not received the monthly inventory file (recon).	As soon as this is updated PCA will run the recon file to address this issue.
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Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties
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The coding for the Correspondence was corrected. Accounts were reviewed and the person responsible was coached on proper coding procedures for entering correspondence.	The manager will audit the correspondence log daily to avoid error such as these in the future.
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The letters were resent to the borrowers with the correct information. Reviewed the accounts and coached the persons responsible for entering the compromise information.	PCA will QC each compromise entered to ensure the letters are sent out correctly on every compromise entered.
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The documents were corrected and resubmitted. Reviewed the account and coached the person responsible for entering the incorrect information.	The submission team will check errors daily to avoid paperwork being submitted with incorrect information.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	135,503	25	1	4.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	497,159	-	-	-	-
Borrower Contacts	13,138	537	2	0.4%	No documentation of calls
Borrower Call-Ins	23,447	-	-	-	-
Correspondence	1,144	17	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	120	-	-	-	-
Compromises Offered	172	43	0	0.0%	-
Consolidations Offered	-	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	404	-	-	-	-
Letters Generated	43,440	-	-	-	-
Death Resolutions	145	25	0	0.0%	-
Disability Resolutions	149	32	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	210	40	0	0.0%	-
EFT - Account Update	9,784	-	-	-	-
EFT - Billing	1,959	-	-	-	-

EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	3,299	-	-	-	-
Accounts in Suspense	48	-	-	-	-

Corrective Action	Preventive Measure
The balance was corrected. The higher error rate relates to technical issues of the account adjustment file.	PCA will work with their IT department on the account adjustment file to ensure that the balance on each account is correct.
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Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	138,462	96	1	1.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	55,192	-	-	-	-
Borrower Contacts	12,275	525	5	1.0%	No documentation of calls
Borrower Call-Ins	23,494	-	-	-	-
Correspondence	973	34	1	2.9%	Correspondence was coded incorrectly
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	120	-	-	-	-
Compromises Offered	149	35	1	2.9%	Compromise letter sent to borrower had incorrect due date
Consolidations Offered	9	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	229	-	-	-	-

Letters Generated	66,774	-	-	-	-
Death Resolutions	130	40	0	0.0%	-
Disability Resolutions	280	32	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	253	39	0	0.0%	-
EFT - Account Update	11,768	-	-	-	-
EFT - Billing	1,833	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	1,932	-	-	-	-
Accounts in Suspense	77	-	-	-	-

Corrective Action	Preventive Measure
The balance was corrected. The higher error rate relates to technical issues used within our collection system and negative balances.	PCA will work with their IT department and collection staff on these issues to ensure that these types of errors do not happen again.
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Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.
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Coaching was conducted. The collectors understand the importance of coding the correspondence correctly and how this is used by the PCA and ED.	PCA will hold an additional training for the employees that have made this error, continued errors will result in corrective action.
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Coaching was conducted. The collectors understand the importance of not changing the billing information as this causes the wrong due dates to be sent on the letters.	PCA will hold an additional training for the employees that have made this error, continued errors will result in corrective action.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	142,248	98	2	2.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	578,797	-	-	-	-
Borrower Contacts	14,227	424	2	0.5%	No documentation of calls
Borrower Call-Ins	25,545	-	-	-	-
Correspondence	978	27	3	11.1%	Correspondence was coded incorrectly; correspondence not imaged correctly (back of check);
Delinquent Accounts	-	-	-	-	-
AWG Accounts	1,387	-	-	-	-
Litigation Packages	70	-	-	-	-
Compromises Offered	110	40	0	0.0%	-
Consolidations Offered	10	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	910	-	-	-	-

Letters Generated	35,578	-	-	-	-
Death Resolutions	109	16	1	6.3%	Death Certificate was not imaged
Disability Resolutions	141	10	4	40.0%	Incorrect SSN listed on original verification page; verification letter not notated/recorded in FACS; discrepancies on form; verification letter in file by phone contacts noted on verification not notated/recorded in FACS
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	148	20	0	0.0%	-
EFT - Account Update	11,620	-	-	-	-
EFT - Billing	1,765	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	1,857	-	-	-	-
Accounts in Suspense	76	-	-	-	-

Corrective Action	Preventive Measure
<p>The balances were corrected. The error rate relates to technical issues used within our collection system and negative balances as well as timing issues when we updated the most recent reconciliation file.</p>	<p>PCA will work with their IT department and collection staff on these issues to ensure that these types of errors do not happen again. The reconciliation file will be updated and checked for accuracy in a timely manner.</p>
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<p>Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties.</p>	<p>PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.</p>
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<p>Coaching was conducted. The collectors understand the importance of coding the correspondence correctly and how this is used by the PCA and ED.</p>	<p>PCA will hold an additional training for the employees that have made this error, continued errors will result in corrective action.</p>
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Coaching was conducted. The collectors understand the importance of imaging everything to the account	PCA will hold an additional training for the employees that have made this error, continued errors will result in corrective action.
Coaching was conducted. The collectors understand the importance of making sure that all information is documented correctly on the account as well as on all documentation	PCA will hold an additional training for the employees that have made this error, continued errors will result in corrective action.

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	84,380	86	6	7.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	468,740	-	-	-	-
Borrower Contacts	11,308	668	7	1.0%	No documentation of calls
Borrower Call-Ins	19,298	-	-	-	-
Correspondence	933	18	4	22.2%	Letter 37A not sent; Correspondence not imaged correctly (envelope); not notated when received
Delinquent Accounts	-	-	-	-	-
AWG Accounts	2,302	22	0	0.0%	-
Litigation Packages	70	-	-	-	-
Compromises Offered	116	45	2	4.4%	Letter 14 not sent

Consolidations Offered	2	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	1,915	-	-	-	-
Letters Generated	39,025	-	-	-	-
Death Resolutions	123	15	0	0.0%	-
Disability Resolutions	198	15	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	103	15	0	0.0%	-
EFT - Account Update	11,739	-	-	-	-
EFT - Billing	2,403	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	826	-	-	-	-
Accounts in Suspense	38	-	-	-	-

Corrective Action	Preventive Measure
<p>The balances were corrected. The error rate relates to technical issues used within our collection system and negative balances as well as timing issues when we updated the most recent reconciliation file.</p>	<p>PCA will work with their IT department and collection staff on these issues to ensure that these types of errors do not happen again. The reconciliation file will be updated and checked for accuracy in a timely manner.</p>
-	-
<p>Coaching was conducted. The collectors understand the importance of documenting all contacts with the borrower or authorized parties.</p>	<p>PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.</p>
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<p>Coaching was conducted. The collectors understand the importance of coding the correspondence correctly and how this is used by the PCA and ED.</p>	<p>PCA will hold an additional training for the employees that have made this error, continued errors will result in corrective action.</p>
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<p>This was corrected and the letters were sent to the borrower. This function was moved to a new employee in the month of September and these errors were a result of human error. The employee has been coached on this process and now understands the importance of making sure the letter goes out timely.</p>	<p>PCA held an additional training for the employee that have made this error, continued errors will result in corrective action.</p>

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	129,705	101	5	5.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	590,358	-	-	-	-
Borrower Contacts	14,133	586	1	0.2%	No documentation of call
Borrower Call-Ins	18,295	-	-	-	-
Correspondence	1,010	25	3	12.0%	Letter 37A not sent; Correspondence not imaged correctly (envelope); not notated when imaged
Delinquent Accounts	-	-	-	-	-
AWG Accounts	1,254	-	-	-	-
Litigation Packages	70	-	-	-	-
Compromises Offered	111	45	2	4.4%	Letter 14 not sent

Consolidations Offered	7	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	387	-	-	-	-
Letters Generated	67,007	-	-	-	-
Death Resolutions	102	20	2	10.0%	DE certificate not imaged
Disability Resolutions	113	18	1	5.6%	Letter 37A not sent; Address on form/PCA system not matched; not scanned properly (envelope)
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	144	14	0	0.0%	-
EFT - Account Update	10,207	-	-	-	-
EFT - Billing	1,885	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	4,950	-	-	-	-
Accounts in Suspense	42	-	-	-	-

Corrective Action	Preventive Measure
<p>The balances were corrected. The error rate relates to technical issues used within our collection system and negative balances as well as timing issues when we updated the most recent reconciliation file.</p>	<p>PCA will work with their IT department and collection staff on these issues to ensure that these types of errors do not happen again. The reconciliation file will be updated and checked for accuracy in a timely manner.</p>
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<p>Coaching was conducted. The collector understand the importance of documenting all contacts with the borrower or authorized parties.</p>	<p>PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.</p>
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<p>Coaching was conducted. The collectors understand the importance of coding the correspondence correctly and how this is used by the PCA and ED.</p>	<p>PCA has placed another level of quality control for the correspondence team, the correspondence process will be audited daily in it's entirety.</p>
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<p>This was corrected and the letters were sent to the borrower. This was due to a system tactic that we have in place for accounts in a suspend collection status. The Borrower had requested VOD prior to the settlement offer, however the borrower requested the compromise before the 30 days had expired, so the system did not generate the letter</p>	<p>PCA ensured that the person responsible for entering compromise understands that this status must be checked for on each settlement, even if it rarely happens to avoid these type of errors.</p>

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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	141,862	100	2	2.0%	Discrepancies in excess of \$24.99
Phone Calls Attempted	769,227	-	-	-	-
Borrower Contacts	14,860	505	12	2.4%	No documentation of call; Threatening comments
Borrower Call-Ins	23,293	-	-	-	-
Correspondence	1,053	11	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	1,551	-	-	-	-
Litigation Packages	41	-	-	-	-
Compromises Offered	127	50	0	0.0%	-
Consolidations Offered	7	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	740	-	-	-	-
Letters Generated	35,472	-	-	-	-
Death Resolutions	164	20	3	15.0%	DE certificate not imaged; loan ID not on document
Disability Resolutions	177	20	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	217	40	0	0.0%	-
EFT - Account Update	12,960	-	-	-	-

EFT - Billing	1,620	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	1,284	-	-	-	-
Accounts in Suspense	88	-	-	-	-

Corrective Action	Preventive Measure
Was not on the recon file, it was new placement. It was not identified on the recon when it was updated. PCA interest was assessed before titanium updated.	Running the recon file in a timely manner, this is delay do to payment not posting to Titanium
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Coaching was conducted. The collector understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.
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This was an oversight and has been addressed	This was an oversight and has been addressed
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	124,370	95	3	3.2%	Discrepancies in excess of \$24.99
Phone Calls Attempted	780,548	-	-	-	-
Borrower Contacts	12,617	410	7	1.7%	No documentation of call; Threatening comments
Borrower Call-Ins	21,956	-	-	-	-
Correspondence	1,017	27	1	3.7%	Incorrectly coded
Delinquent Accounts	-	-	-	-	-
AWG Accounts	659	-	-	-	-
Litigation Packages	0	-	-	-	-
Compromises Offered	108	50	1	2.0%	Missing letter 14
Consolidations Offered	85	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	625	-	-	-	-
Letters Generated	42,281	-	-	-	-

Death Resolutions	155	20	0	0.0%	-
Disability Resolutions	270	20	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	142	40	0	0.0%	-
EFT - Account Update	10,103	-	-	-	-
EFT - Billing	1,518	-	-	-	-
EFT - Returns	-	-	-	-	-
Accounts Recalled by ED	4,820	-	-	-	-
Accounts in Suspense	76	-	-	-	-

Corrective Action	Preventive Measure
Was not on the recon file, it was new placement. It was not identified on the recon when it was updated. PCA interest was assessed before titanium updated.	Running the recon file in a timely manner, this is delay do to payment not posting to Titanium
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Coaching was conducted. The collector understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.
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Coaching was conducted. The collector understood the importance of coding all borrower correspondence correctly so that the borrower receives the correct follow-up if needed.	The Correspondence log will be checked for quality daily via an enacted quality control process to ensure that this does not continue to happen.
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This was an oversight error, the compromise was entered correctly and documented to the PCA system as well as titanium. The file needed to generate the letter was not populated.	The Compromise letter was forwarded to the borrowers with all the correct information reflected.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,474	4	0	0.0%	-
Phone Calls Attempted	302	-	-	-	-
Borrower Contacts	7	6	0	0.0%	-
Borrower Call-Ins	44	-	-	-	-
Correspondence	12	2	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	1-	-	-	-	-
Consolidations Offered	3	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	7	-	-	-	-
Letters Generated	27	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	28	-	-	-	-
EFT - Billing	13	-	-	-	-
EFT - Returns	7	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

Corrective Action	Preventive Measure
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	7,474	4	0	0.0%	-
Phone Calls Attempted	302	-	-	-	-
Borrower Contacts	7	6	0	0.0%	-
Borrower Call-Ins	44	-	-	-	-
Correspondence	12	2	0	0.0%	-
Delinquent Accounts	-	-	-	-	-
AWG Accounts	-	-	-	-	-
Litigation Packages	-	-	-	-	-
Compromises Offered	1-	-	-	-	-
Consolidations Offered	3	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	7	-	-	-	-
Letters Generated	27	-	-	-	-
Death Resolutions	-	-	-	-	-
Disability Resolutions	1	-	-	-	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	-	-	-	-	-
EFT - Account Update	28	-	-	-	-
EFT - Billing	13	-	-	-	-
EFT - Returns	7	-	-	-	-
Accounts Recalled by ED	-	-	-	-	-
Accounts in Suspense	-	-	-	-	-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	6,666	3	-		-
Phone Calls Attempted	402				-
Borrower Contacts	32				-
Borrower Call-Ins	22				-
Correspondence	10	-			-
Delinquent Accounts					-
AWG Accounts	-				-
Litigation Packages					-
Compromises Offered	-	-			-
Consolidations Offered	1				-
ICRP Cons. Offered					-
LVCs					-
Rehabilitation's Offered					-
Rehabilitation's Submitted	6				-
Letters Generated	34				-
Death Resolutions	-				-
Disability Resolutions	-				-
Bankruptcy Resolutions	-				-
Incarcerations	-				-
EFT - Account Update	33				-
EFT - Billing	3				-
EFT - Returns	7				-
Accounts Recalled by ED	2,830				-
Accounts in Suspense					-

Corrective Action	Preventive Measure

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	6,683	3	0	0.0%	-
Phone Calls Attempted	296				-
Borrower Contacts	53	3	0	0.0%	No documentation of call; Threatening comments
Borrower Call-Ins	96				-
Correspondence	8				-
Delinquent Accounts					-
AWG Accounts					-
Litigation Packages					-
Compromises Offered	-				-
Consolidations Offered	2				-
ICRP Cons. Offered					-
LVCs					-
Rehabilitation's Offered					-
Rehabilitation's Submitted	2				-
Letters Generated	34				-
Death Resolutions					-
Disability Resolutions	7				-
Bankruptcy Resolutions					-
Incarcerations					-
EFT - Account Update	33				-
EFT - Billing	8				-
EFT - Returns	2				-

Accounts Recalled by ED	5,239				-
Accounts in Suspense	30				-

Corrective Action	Preventive Measure
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Coaching was conducted. The collector understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	150,391	100	0	0.0%	
Phone Calls Attempted	758,408	-	-	-	-
Borrower Contacts	16,952	564	7	1.2%	No documentation of call; Threatening comments
Borrower Call-Ins	29,377	-	-	-	-
Correspondence	1,180	26	0	0.0%	
Delinquent Accounts	-	-	-	-	-
AWG Accounts	2,000	-	-	-	-
Litigation Packages	0	-	-	-	-
Compromises Offered	153	15	0	0.0%	
Consolidations Offered	97	-	-	-	-
ICRP Cons. Offered	-	-	-	-	-
LVCs	-	-	-	-	-
Rehabilitation's Offered	-	-	-	-	-
Rehabilitation's Submitted	600	-	-	-	-
Letters Generated	45,052	-	-	-	-
Death Resolutions	210	20	0	0.0%	-
Disability Resolutions	205	20	0	0.0%	-
Bankruptcy Resolutions	-	-	-	-	-
Incarcerations	192	40	0	0.0%	-
EFT - Account Update	12,665	-	-	-	-
EFT - Billing	2,377	-	-	-	-
EFT - Returns	8,365	-	-	-	-

Accounts Recalled by ED	2,206	-	-	-	-
Accounts in Suspense	80	-	-	-	-

Corrective Action	Preventive Measure
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Coaching was conducted. The collector understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	149,101	94	6	6.3%	Discrepancies in excess of \$24.99
Phone Calls Attempted	681,677				-
Borrower Contacts	14,806				-
Borrower Call-Ins	29,844				-
Correspondence	1,048	30	1	3.3%	Incorrectly coded
Delinquent Accounts					-
AWG Accounts					-
Litigation Packages					-
Compromises Offered	165	35	1	3.5%	Missing letter 36N
Consolidations Offered	7				-
ICRP Cons. Offered					-
LVCs					-
Rehabilitation's Offered					-
Rehabilitation's Submitted	613				-
Letters Generated	10,897				-
Death Resolutions	149	19			-
Disability Resolutions	111	20			-
Bankruptcy Resolutions	-				-

Incarcerations	38	40	3	7.5%	Documents not imaged
EFT - Account Update	10,153				-
EFT - Billing	1,607				-
EFT - Returns	6,828				-
Accounts Recalled by ED	1,227				-
Accounts in Suspense					-

Corrective Action	Preventive Measure
Was not on the recon file, it was new placement. It was not identified on the recon when it was updated. PCA interest was assessed before titanium updated.	Running the recon file in a timely manner, this is delay do to payment not posting to Titanium
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Coaching was conducted. The collector understood the importance of coding all borrower correspondence correctly so that the borrower receives the correct follow-up if needed.	The Correspondence log will be checked for quality daily via an enacted quality control process to ensure that this does not continue to happen.
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This was an oversight error, the compromise was entered correctly and documented to the PCA system as well as titanium. The file needed to generate the letter was not populated.	The Compromise letter was forwarded to the borrowers with all the correct information reflected.
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Coaching was conducted. The collector understood the importance of ensuring that all incarceration documents are imaged to the account in a timely manner. All incarceration documents have since been imaged to the account.	The Incarceration manager will double check the daily submissions to ensure that all incarceration documents are imaged to the borrowers accounts
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QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	152,107	53	-	-	-
Phone Calls Attempted	592,868				-
Borrower Contacts	14,705				-
Borrower Call-Ins	25,808				-
Correspondence	1,231	14	-	-	-
Delinquent Accounts					-
AWG Accounts	1,313				-
Litigation Packages					-
Compromises Offered	148	35	-	-	-
Consolidations Offered	14				-
ICRP Cons. Offered					-
LVCs					-
Rehabilitation's Offered					-
Rehabilitation's Submitted	1,205				-
Letters Generated	30,841				-
Death Resolutions	114	20			-
Disability Resolutions	67	14	-		-
Bankruptcy Resolutions	-				-
Incarcerations	38	36	-	-	-
EFT - Account Update	10,642				-
EFT - Billing	2,269				-
EFT - Returns	4,744				-
Accounts Recalled by ED	2,830				-
Accounts in Suspense	185				-

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors
			#	%	
Balance Review	158,965	93	8	8.6%	Discrepancies in excess of \$24.99
Phone Calls Attempted	606,866				
Borrower Contacts	16,058	628	5	0.8%	No documentation of call; Threatening comments
Borrower Call-Ins	9,607				-
Correspondence	1,501	25	0	0.0%	-
Delinquent Accounts					-
AWG Accounts	2,238				-
Litigation Packages					-
Compromises Offered	175	39	4	10.3%	Missing letter 36N
Consolidations Offered	159				-
ICRP Cons. Offered					-
LVCs					-
Rehabilitation's Offered					-
Rehabilitation's Submitted	595				-
Letters Generated	11,643				-
Death Resolutions	97	40	0	0.0%	-

Disability Resolutions	337	19	2	10.5%	W32 sent, received, submitted not noted
Bankruptcy Resolutions					-
Incarcerations	114	36	3	8.3%	Documents not imaged
EFT - Account Update	12,172				-
EFT - Billing	1,620				-
EFT - Returns	6,721				-
Accounts Recalled by ED	5,239				-
Accounts in Suspense	442				-

Corrective Action	Preventive Measure
Was not on the recon file, it was new placement. It was not identified on the recon when it was updated. PCA interest was assessed before titanium updated.	Running the recon file in a timely manner, this is delay do to payment not posting to Titanium
Coaching was conducted. The collector understand the importance of documenting all contacts with the borrower or authorized parties.	PCA will continue to coach and train the collector to document all contacts with the borrower or unauthorized parties. Corrective action is given to employees when this happens.
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This was an oversight error, the compromise was entered correctly and documented to the PCA system as well as titanium. The file needed to generate the letter was not populated.	The Compromise letter was forwarded to the borrowers with all the correct information reflected.
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Coaching was conducted. The collector understood the importance of ensuring that all information is documented correctly and entered into the PCA's system as well as into Titanium.	The disability manager will double check the daily submissions to ensure that all information is documented correctly to the borrowers accounts
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Coaching was conducted. The collector understood the importance of ensuring that all incarceration documents are imaged to the account in a timely manner. All incarceration documents have since been imaged to the account.	The Incarceration manager will double check the daily submissions to ensure that all incarceration documents are imaged to the borrowers accounts
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