

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b)300	300	0	0		
Phone Calls Attempted	64,451	64,451	0	0		
Borrower Contacts	859	859	0	0		
Borrower Call-Ins	10,171	10,171	0	0		
Correspondence	1,227	1,227	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	492	492	0	0		
Litigation Packages	79	79	0	0		
Compromises Offered	37	37	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	1	1	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	15	14	0	0		
Rehabilitation's Submitted	1	1	0	0		
Letters Generated	19,367	19,367	0	0		
Death Resolutions	94	94	0	0		
Disability Resolutions	111	111	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	73	73	0	0		
EFT - Account Update	8,390	8,390	0	0		
EFT - Billing	869	869	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	652	652	0	0		
Accounts in Suspense	0	0	0	0		

Preventive Measure
(b)(4)

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b)(200)	1,200	0	0		
Phone Calls Attempted	79,651	79,651	0	0		
Borrower Contacts	14,368	14,368	0	0		
Borrower Call-Ins	16,365	16,365	0	0		
Correspondence	1,775	1,775	0	0		
Delinquent Accounts	40	40	0	0		
AWG Accounts			0	0		
Litigation Packages	0	0	0	0		
Compromises Offered	47	47	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	1	1	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	25	25	0	0		
Rehabilitation's Submitted	FDSL- 260 NDSL- 4 GSL- 31	FDSL- 260 NDSL- 4 GSL- 31	0	0		
Letters Generated	13,326	13,326	0	0		
Death Resolutions			0	0		
Disability Resolutions			0	0		
Bankruptcy Resolutions			0	0		
Incarcerations			0	0		
EFT - Account Update	2,595	2,595	0	0		
EFT - Billing	1,158	1,158	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	769	769	0	0		
Accounts in Suspense	0	0	0	0		

Preventive Measure
(b)(4)

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted	136,950	136,950	0	0		
Borrower Contacts	21,482	21,482	0	0		
Borrower Call-Ins	11,497	11,497	0	0		
Correspondence	2,022	2,022	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	2,187	2,187	0	0		
Litigation Packages	59	59	0	0		
Compromises Offered	59	59	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	183	183	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	186	186	0	0		
Rehabilitation's Submitted	FDSL- 241 NDSL- 4 GSL- 33	FDSL- 241 NDSL- 4 GSL- 33	0	0		
Letters Generated	4,428	4,428	0	0		
Death Resolutions	183	183	0	0		
Disability Resolutions	105	105	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	94	94	0	0		
EFT - Account Update	4,951	4,951	0	0		
EFT - Billing	24	24	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	893	893	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b) 1,200	1,200	0	0		
Phone Calls Attempted	94,681	94,681	0	0		
Borrower Contacts	23,592	23,592	0	0		
Borrower Call-Ins	13,066	13,066	0	0		
Correspondence	2,273	2,273	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	2,064	2,064	0	0		
Litigation Packages	74	74	0	0		
Compromises Offered	47	47	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	14	14	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	23	23	0	0		
Rehabilitation's Submitted	FDSL- 233 NDSL- 10 GSL- 37	FDSL- 233 NDSL- 10 GSL- 37	0	0		
Letters Generated	39,601	39,601	0	0		
Death Resolutions	160	160	0	0		
Disability Resolutions	163	163	0	0		
Bankruptcy Resolutions	1	1	0	0		
Incarcerations	82	82	0	0		
EFT - Account Update	11,602	11,602	0	0		
EFT - Billing	1,101	1,101	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	1,957	1,957	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted			0	0		
Borrower Contacts			0	0		
Borrower Call-Ins			0	0		
Correspondence	1,715	1,715	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	2,281	2,281	0	0		
Litigation Packages	25	25	0	0		
Compromises Offered	41	41	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	215	215	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	116	116	0	0		
Rehabilitation's Submitted	FDSL-316 NDSL-9 GSL-51	FDSL-316 NDSL-9 GSL-51	0	0		
Letters Generated	25,743	25,743	0	0		
Death Resolutions			0	0		
Disability Resolutions			0	0		
Bankruptcy Resolutions			0	0		
Incarcerations			0	0		
EFT - Account Update	7,765	7,765	0	0		
EFT - Billing	1,528	1,528	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	1,211	1,211	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted	53,289	53,289	0	0		
Borrower Contacts	14,668	14,668	0	0		
Borrower Call-Ins	10,608	10,608	0	0		
Correspondence	2,292	2,292	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	2,745	2,745	0	0		
Litigation Packages	37	37	0	0		
Compromises Offered	29	29	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	201	201	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	46	46	0	0		
Rehabilitation's Submitted	FDSL- 303 NDSL- 4 GSL- 57	FDSL- 303 NDSL- 4 GSL- 57	0	0		
Letters Generated	47,075	47,075	0	0		
Death Resolutions	82	82	0	0		
Disability Resolutions	140	140	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	87	87	0	0		
EFT - Account Update	4,003	4,003	0	0		
EFT - Billing	1,902	1,902	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	1,120	1,120	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b) 1,200	1,200	0	0		
Phone Calls Attempted	59,657	59,657	0	0		
Borrower Contacts	18,463	18,463	0	0		
Borrower Call-Ins	16,065	16,065	0	0		
Correspondence	2,038	2,038	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	2,513	2,513	0	0		
Litigation Packages	17	17	0	0		
Compromises Offered	26	26	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	78	78	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	45	45	0	0		
Rehabilitation's Submitted	FDSL- 303 NDSL- 4 GSL- 57	FDSL- 303 NDSL- 4 GSL- 57	0	0		
Letters Generated	4,428	4,428	0	0		
Death Resolutions	182	182	0	0		
Disability Resolutions	133	133	0	0		
Bankruptcy Resolutions	1	1	0	0		
Incarcerations	67	67	0	0		
EFT - Account Update	4,951	4,951	0	0		
EFT - Billing	67	67	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	893	893	0	0		
Accounts in Suspense	0	0	0	0		

Preventive Measure
(b)(4)

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b) 1,200	1,200	0	0		
Phone Calls Attempted	95,177	95,177	0	0		
Borrower Contacts	11,906	11,906	0	0		
Borrower Call-Ins	6,372	6,372	0	0		
Correspondence	1,917	1,917	0	0		
Delinquent Accounts	37	37	0	0		
AWG Accounts	1,893	1,893	0	0		
Litigation Packages	80	80	0	0		
Compromises Offered	27	27	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	1	1	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	58	58	0	0		
Rehabilitation's Submitted	FDSL-402 GSL-113 NDSL-10	FDSL-402 GSL-113 NDSL-10	0	0		
Letters Generated	19,077	19,077	0	0		
Death Resolutions	114	114	0	0		
Disability Resolutions	95	95	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	60	60	0	0		
EFT - Account Update	8,102	8,102	0	0		
EFT - Billing	2,582	2,582	0	0		
EFT - Returns	2,661	2,661	0	0		
Accounts Recalled by ED	1,040	1,040	0	0		
Accounts in Suspense	0	0	0	0		

Preventive Measure
(b)(4)

QC Sample	Total Count	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted	64,720	64,720	0	0		
Borrower Contacts	9,763	9,763	0	0		
Borrower Call-Ins	5,799	5,799	0	0		
Correspondence	2,677	2,677	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	2,813	2,813	0	0		
Litigation Packages	62	62	0	0		
Compromises Offered	36	36	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	97	97	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	49	49	0	0		
Rehabilitation's Submitted	FDSL- 318 GSL- 133 NDSL- 10	FDSL- 318 GSL- 133 NDSL- 10	0	0		
Letters Generated	32,405	32,405	0	0		
Death Resolutions	110	110	0	0		
Disability Resolutions	160	160	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	147	147	0	0		
EFT - Account Update	4,903	4,903	0	0		
EFT - Billing	1,394	1,394	0	0		
EFT - Returns	76	76	0	0		
Accounts Recalled by ED	904	904	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found #	Errors Found %	Description of Errors	Corrective Action
Balance Review	(b) 200	1,200	0	0		
Phone Calls Attempted			0	0		
Borrower Contacts			0	0		
Borrower Call-Ins			0	0		
Correspondence	1,834	1,834	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts			0	0		
Litigation Packages	52	52	0	0		
Compromises Offered	25	25	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	23	23	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	63	63	0	0		
Rehabilitation's Submitted			0	0		
Letters Generated	18,067	18,067	0	0		
Death Resolutions			0	0		
Disability Resolutions			0	0		
Bankruptcy Resolutions			0	0		
Incarcerations			0	0		
EFT - Account Update			0	0		
EFT - Billing			0	0		
EFT - Returns			0	0		
Accounts Recalled by ED			0	0		
Accounts in Suspense			0	0		

Preventive Measure
(b)(4)

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b)500	300	0	0		
Phone Calls Attempted	58,788	58,788	0	0		
Borrower Contacts	953	953	0	0		
Borrower Call-Ins	9,743	9,743	0	0		
Correspondence	1,168	1,168	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	891	891	0	0		
Litigation Packages	20	20	0	0		
Compromises Offered	36	33	0	0		
Consolidations Offered	5	5	0	0		
ICRP Cons. Offered	141	141	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	441	441	0	0		
Rehabilitation's Submitted	1	1	0	0		
Letters Generated	34,345	34,345	0	0		
Death Resolutions	82	82	0	0		
Disability Resolutions	98	98	0	0		
Bankruptcy Resolutions	1	1	0	0		
Incarcerations	27	27	0	0		
EFT - Account Update	489	489	0	0		
EFT - Billing	565	565	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	492	492	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b) 300	300	0	0		
Phone Calls Attempted	253,830	253,830	0	0		
Borrower Contacts	42,265	42,265	0	0		
Borrower Call-Ins	11,568	11,568	0	0		
Correspondence	1,299	1,299	0	0		
Delinquent Accounts	19	19	0	0		
AWG Accounts	803	803	0	0		
Litigation Packages	13	13	0	0		
Compromises Offered	38	37	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	1	1	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	29	29	0	0		
Rehabilitation's Submitted	FDSL-1 NDSL- 0 GSL- 10	FDSL-1 NDSL- 0 GSL- 10	0	0		
Letters Generated	17,437	17,437	0	0		
Death Resolutions	75	75	0	0		
Disability Resolutions	128	128	0	0		
Bankruptcy Resolutions	1	1	0	0		
Incarcerations	75	75	0	0		
EFT - Account Update	9,440	9,440	0	0		
EFT - Billing	261	261	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	585	585	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted	187,064	187,064	0	0		
Borrower Contacts	12,885	12,885	0	0		
Borrower Call-Ins	9,710	9,710	0	0		
Correspondence	1,460	1,460	0	0		
Delinquent Accounts	62	62	0	0		
AWG Accounts	529	529	0	0		
Litigation Packages	27	27	0	0		
Compromises Offered	28	25	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	2	2	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	37	37	0	0		
Rehabilitation's Submitted	FDSL- 37 NDSL- 0 GSL- 12	FDSL- 37 NDSL- 0 GSL- 12	0	0		
Letters Generated	9,071	9,071	0	0		
Death Resolutions	98	98	0	0		
Disability Resolutions	68	68	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	78	78	0	0		
EFT - Account Update	3,277	3,277	0	0		
EFT - Billing	556	556	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	410	410	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b) 200	1,200	0	0		
Phone Calls Attempted	119,632	119,632	0	0		
Borrower Contacts	30,300	30,300	0	0		
Borrower Call-Ins	19,631	19,631	0	0		
Correspondence	1,481	1,481	0	0		
Delinquent Accounts	0	0	0	0		
AWG Accounts	702	702	0	0		
Litigation Packages	25	25	0	0		
Compromises Offered	49	46	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	4	4	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	85	77	0	0		
Rehabilitation's Submitted	FDSL- 213 NDSL- 6 GSL- 27	FDSL- 211 NDSL- 6 GSL- 27	0	0		
Letters Generated	34,849	34,849	0	0		
Death Resolutions	86	86	0	0		
Disability Resolutions	83	83	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	97	97	0	0		
EFT - Account Update	5,909	5,909	0	0		
EFT - Billing	735	735	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	617	617	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found #	%	Description of Errors	Corrective Action
Balance Review	(b) 1,200	1,200	0	0		
Phone Calls Attempted	228,375	228,375	0	0		
Borrower Contacts	95,768	95,768	0	0		
Borrower Call-Ins	10,803	10,803	0	0		
Correspondence	1,457	1,457	0	0		
Delinquent Accounts	39	39	0	0		
AWG Accounts	983	983	0	0		
Litigation Packages	15	15	0	0		
Compromises Offered	20	20	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	1	1	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	26	26	0	0		
Rehabilitation's Submitted	FDSL- 299 NDSL- 7 GSL- 48	FDSL- 299 NDSL- 7 GSL- 48	0	0		
Letters Generated	27,314	27,314	0	0		
Death Resolutions	58	58	0	0		
Disability Resolutions	89	89	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	39	39	0	0		
EFT - Account Update	4,545	4,545	0	0		
EFT - Billing	877	877	0	0		
EFT - Returns	24,852	24,852	0	0		
Accounts Recalled by ED	720	720	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted	157,905	157,905	0	0		
Borrower Contacts	20,664	20,664	0	0		
Borrower Call-Ins	12,193	12,193	0	0		
Correspondence	1,558	1,558	0	0		
Delinquent Accounts	37	37	0	0		
AWG Accounts	621	621	0	0		
Litigation Packages	12	12	0	0		
Compromises Offered	33	33	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	3	3	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	31	31	0	0		
Rehabilitation's Submitted	FDSL- 307 NDSL- 11 GSL- 38	FDSL- 307 NDSL- 11 GSL- 38	0	0		
Letters Generated	9,360	9,360	0	0		
Death Resolutions	109	109	0	0		
Disability Resolutions	118	118	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	63	63	0	0		
EFT - Account Update	4,103	4,103	0	0		
EFT - Billing	745	745	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	687	687	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total Number	Sample Size	Errors Found		Description of Errors	Corrective Action
			#	%		
Balance Review	(b)(200)	1,200	0	0		
Phone Calls Attempted	173,696	173,696	0	0		
Borrower Contacts	24,280	24,280	0	0		
Borrower Call-Ins	14,497	14,497	0	0		
Correspondence	1,853	1,853	0	0		
Delinquent Accounts	134	134	0	0		
AWG Accounts	1,058	1,058	0	0		
Litigation Packages	10	10	0	0		
Compromises Offered	55	55	0	0		
Consolidations Offered	122	122	0	0		
ICRP Cons. Offered	26	26	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	165	165	0	0		
Rehabilitation's Submitted	FDSL- 287 NDSL- 5 GSL- 68	FDSL- 287 NDSL- 5 GSL- 68	0	0		
Letters Generated	57,632	57,632	0	0		
Death Resolutions	86	86	0	0		
Disability Resolutions	71	71	0	0		
Bankruptcy Resolutions	2	2	0	0		
Incarcerations	63	63	0	0		
EFT - Account Update	7,084	7,084	0	0		
EFT - Billing	943	943	0	0		
EFT - Returns	0	0	0	0		
Accounts Recalled by ED	793	793	0	0		
Accounts in Suspense	0	0	0	0		

QC Sample	Total		Errors Found		Description of Errors	Corrective Action
	Number	Sample Size	#	%		
Balance Review	1,200	1,200	0	0		
Phone Calls Attempted	132,860	132,860	0	0		
Borrower Contacts	25,866	25,866	0	0		
Borrower Call-Ins	13,173	13,173	0	0		
Correspondence	16,666	16,666	0	0		
Delinquent Accounts	6	6	0	0		
AWG Accounts	1,629	1,629	0	0		
Litigation Packages	76	76	0	0		
Compromises Offered	32	32	0	0		
Consolidations Offered	0	0	0	0		
ICRP Cons. Offered	182	182	0	0		
LVCs	0	0	0	0		
Rehabilitation's Offered	20	20	0	0		
Rehabilitation's Submitted	FDSL- 287 NDSL- 5 GSL- 46	FDSL- 287 NDSL- 5 GSL- 46	0	0		
Letters Generated	57,306	57,306	0	0		
Death Resolutions	75	75	0	0		
Disability Resolutions	126	126	0	0		
Bankruptcy Resolutions	0	0	0	0		
Incarcerations	70	70	0	0		
EFT - Account Update	4,475	4,475	0	0		
EFT - Billing	1,457	1,457	0	0		
EFT - Returns	68	68	0	0		
Accounts Recalled by ED	1,027	1,027	0	0		
Accounts in Suspense	0	0	0	0		

Preventive Measure
(b)(4)