

Inceptia Reports and CDR Challenges



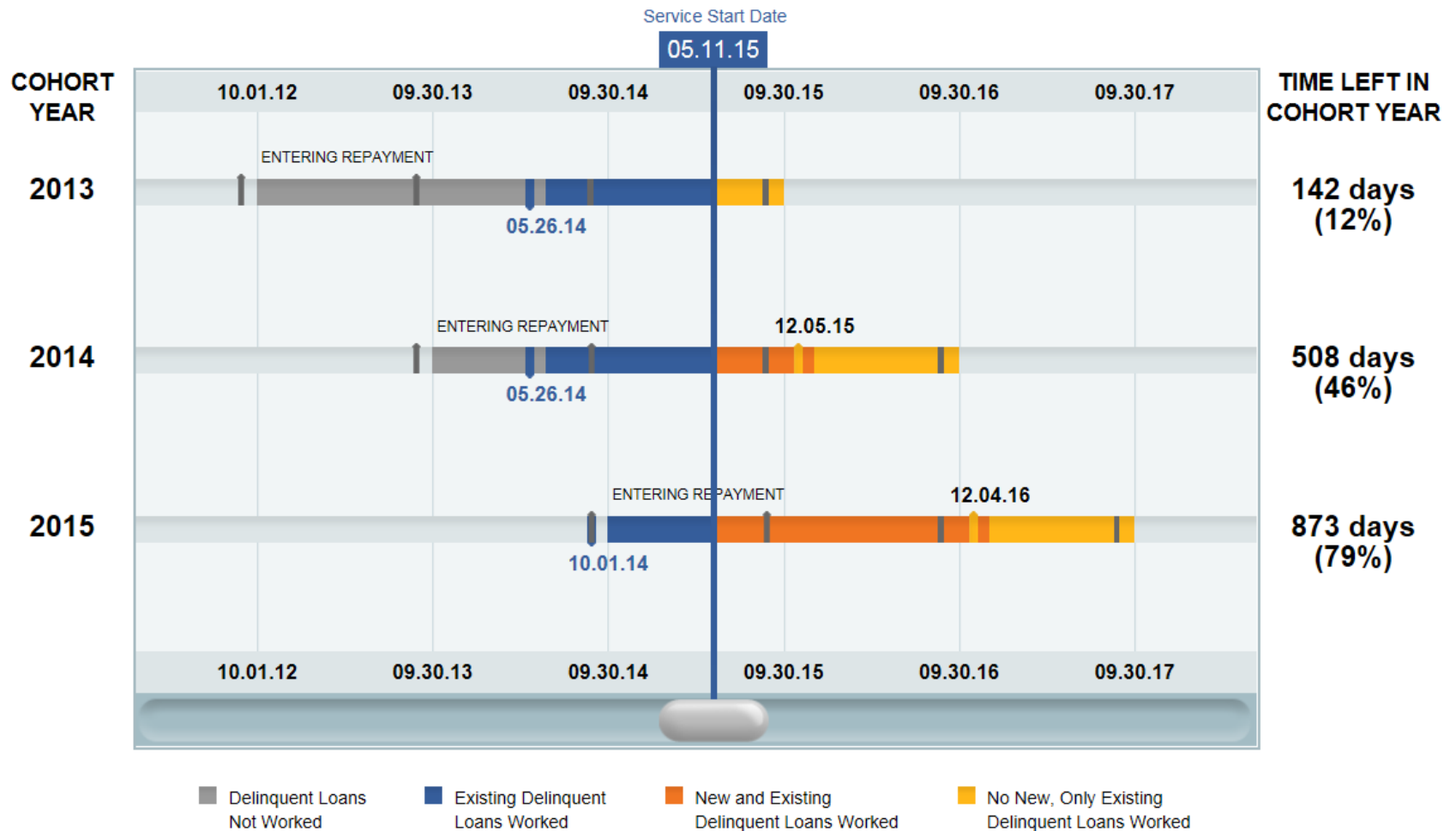


Inceptia services

- Financial Avenue
- Grace Counseling Outreach
- Default Prevention Outreach



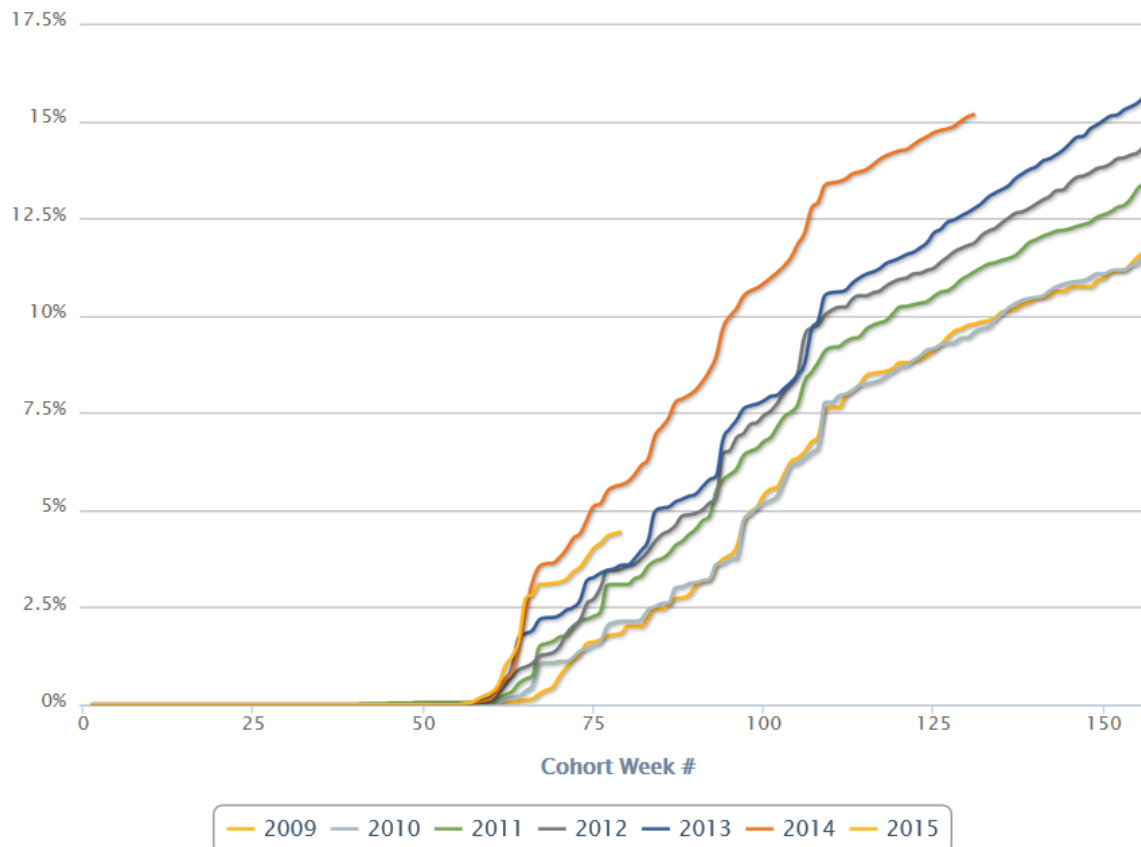
Standard reports





Standard reports cont.

Default Prevention Outreach Metrics



Highcharts.com



Standard reports cont.

Outcome Based

Cohort Year	Borrowers Resolved*
2016	302
2015	1946
2014	1549
2013	46

Date of last Delinquent Report: April 21, 2016

Date of last Portfolio Report: April 12, 2016

*As of April 26, 2016



Quarterly custom report

- Resolution method
 - Deferment Only
 - Forbearance Only
 - Payment Only
 - Unknown
 - Combination of two factors



Quarterly custom report cont.

- Forbearance duration
 - Average forbearance period in days (95 to 183)
 - Median forbearance period in days (60 to 90 days)
- Forborne borrowers making payments since resolution
 - Number with payments
 - Percent with payments (6.4%)



Cohort Default Rate challenges & appeals

- When to contest data
 - Draft Rate
 - February release
 - Incorrect Data Challenge (IDC)
 - Official Rate
 - September release
 - Uncorrected Data Adjustment (UDA)
 - New Data Appeal (NDA)
 - Loan Servicer Appeal (LSA)



Loan Servicing Appeal (LSA)

1. Ensure access to eCDR
2. Create case in eCDR
3. Pay any requested fees
4. Receive loan servicing records
5. Review for improperly serviced records
6. Fill in LSA Template
7. Certify and submit case in eCDR



Checking for improperly serviced records

- Borrower never made a loan payment and the servicer failed to do at least one of the following:
 - Send a letter (other than the final demand letter)
 - Attempt one phone call
 - Submit a pre-claims assistance or default aversion assistance to the guaranty agency *(if required)*
 - Send a final demand letter
 - Perform skip-tracing *(if required)*



Servicer records

- Different formats
- Learn their coding
- Add improperly serviced records to the LSA Appeal Template



LSA appeal template

- Pull from IFAP

Borrower's SSN	Borrower's Name	Type of Defaulted Loans	Number of Defaulted Loans	Payment Made?	Date Letter Sent	Date Call Attempted	Date Pre-Claims Assistance Requested	Date Final Demand Letter	Address Known?	Date of Skip Tracing Activity	Illegible Record?	Missing Records?	Improperly Serviced?	Data Manager Code
Header & Footer Instructions														
To print this worksheet and instructions, select "entire workbook" in the print file.														



Submitting & certifying case

- Upload LSA Appeal Template
- Upload certifying letter



Columbia College results

- Submitted December 2015
- Results provided in April 2016
- 1.3% reduction in 2012 Official CDR



Tips & suggestions

- Download guides
 - CDR guide
 - Individual challenge/appeal guides
- Understand the clock and document it
 - LSA: 30 days *(starts the sixth business day after the official CDR is released)*
- Allocate time
- Ask questions