

Excerpts, selected by the HELP Committee, from a larger document
produced by the company

Counseling At Risk Borrowers



Campuses and Delinquent Borrower Counseling

- To start, the Campus SLS focus was on current and in-grace students
- CSC's team along with GRC were given the task of contacting delinquent students
- Pilot schools in the last couple of weeks have been given lists of delinquent students to call
 - We've seen huge success with this approach



Incorporating Four Top CDR Priorities on Your Campus

- Your delinquent borrower list
- Build awareness on campus amongst faculty and staff
- Gather contact information
- Counseling drops

The List

- CSC will provide Delinquent Borrower Lists to each school
- Each school will have their own folder and file on the shared drive
 - Sorted by cohort year and days delinquent

Working the list

- Briefly research each borrower in NSLDS
- Work through the contact info
- Record the outcome of the call
- Provide counseling or transfer the call to CSC at
- Record the cure outcome
- Indicate latest contact date
- Enter any applicable notes, such as new phone numbers or addresses
- Update your FAM with confirmed information

Redacted
by
HELP
Committee



Forbearances, Deferments and Repayment Options

Some Student Loan Specialist best practices...

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1. Establish credibility

- The quality or power of inspiring belief
 - Why should I listen to you?
 - Facts tell and stories sell

2. Break the barrier

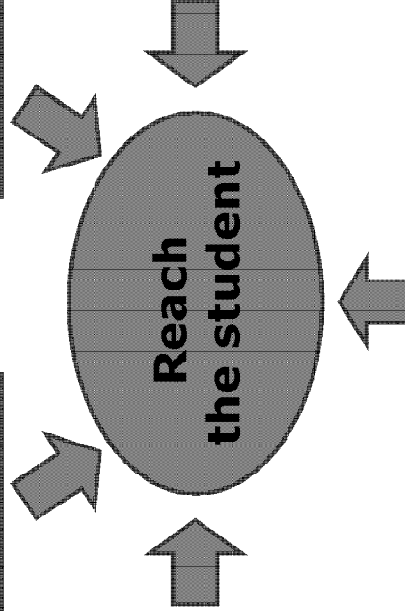
- Generation education teaches us that today's generation has an issue with authority
- Include yourself in the recommendations ("we" instead of "you")
- It's easier than it sounds

5. Make a strong close

- You've got to "close the sale"
- The last feelings they should have before they leave the classroom:
 - They can do it!
 - They can't afford not to!

3. Outline the consequences

- These loans won't go away
- Not paying will seriously impact their credit history
- They will get hassled by multiple parties
- The government will get their money eventually, with interest



4. Educate through laughter

- Making people laugh obviously makes them feel good; when people feel good they remember what they were discussing at the time
- This can be boring information; make it fun or lose them quickly



FORBEARANCE REQUEST

Borrower SSN: _____	Please Make Any Corrections Here:
Name: _____	Name: _____
Address: _____	Address: _____
Home Phone Number: _____	Home Phone Number: _____
Secondary Phone Number: _____	Secondary Phone Number: _____
e-mail address: _____	e-mail address: _____

Dear Borrower:

If you are having difficulty making your student loan payment(s) and are ineligible for a deferment, you may be able to receive temporary financial relief through forbearance.

Forbearance allows you to temporarily postpone your payments. However, during a period of forbearance, you will be charged with the interest that accrues. We will add (capitalize) any unpaid interest to your principal balance at the end of the forbearance period; however, you can minimize this increase by paying the interest as it accrues.

IF YOU ARE PAST DUE ON YOUR PAYMENTS, IT IS ESPECIALLY IMPORTANT THAT YOU RETURN THIS FORM TO US AS SOON AS POSSIBLE! Collection activities, including phone calls and late notices, will continue until we receive and approve the request form.

If you would like to be considered for forbearance, please fill out this form completely and return it as soon as possible. Completion and submission of this form does not guarantee your request will be approved. You will receive official notification of the approval/denial of this forbearance request. If your request is approved, this forbearance will be applied to all applicable student loan accounts, unless you provide instructions to the contrary.

Section 1: Borrower Section

Borrower Request

I request a forbearance to cover any amount currently past due on my loan(s) and to end on _____ (month/year) not to exceed a total of 12 months].

Although I intend to repay my student loan(s), I am temporarily unable to make payments because:

Understanding and Certification:

I understand that: (1) My lender will not consider this forbearance request unless all applicable sections are completed. (2) If I am requesting forbearance on a Federal PLUS or Consolidation Loan with joint borrowers (co-borrowers), each borrower must sign below. (3) If I am past due on payments not covered by the forbearance request in Section 1, my lender will include the past due amount in the forbearance period. (4) The number of days I am past due plus the period of time I am unable to make payments cannot exceed 12 months. (5) I am willing but currently unable to repay this past due amount. (6) I intend to repay my loan(s) and understand interest continues to accrue during the forbearance period. (7) I have the option of making interest payments during the forbearance period; however, any accrued interest I do not pay may be capitalized by my lender as permitted by law. I also have the option of making additional payments during the forbearance period to reduce the total amount I owe on my student loan(s).

I certify, under penalty of perjury, that: (1) Information I provided is true and correct. (2) I have read and I understand the terms and conditions of the forbearance for which I am applying, and (3) I agree to repay this loan(s) according to the terms of my promissory note and repayment schedule, whether forbearance is granted or not. I understand that: If forbearance is granted, I will be notified of my next payment due date and payment amount when the forbearance period ends.

Borrower Signature	Date
Co-maker Signature (if applicable)	Date



ECONOMIC HARDSHIP DEFERMENT REQUEST

Federal Family Education Loan Program

Use this form only if all of your outstanding Federal Family Education Loan Program loans were made on or after July 1, 1993, or if you had no balance on loans made before July 1, 1993, when you obtain a loan disbursement on or after July 1, 1993.

WARNING: Any person who knowingly makes a false statement or misrepresentation on this form or on any accompanying documents is subject to penalties that may include fines, imprisonment, or both, under the U.S. Criminal Code and 20 U.S.C. 1037.

OMB No. 1846-0036
Form Approved
Exp. Date 2/6/81/2012

HRD

SECTION 1: BORROWER IDENTIFICATION

Please enter or correct the following information.

SSN: _____
 Name: _____
 Address: _____
 City, State, Zip Code: _____
 Telephone - Home () _____
 Telephone - Other () _____
 E-mail Address (Optional): _____

SECTION 2: DEFERMENT REQUEST

Before answering any questions, carefully read the entire form, including the instructions and other information in Sections 4, 5, and 6.

I meet the qualifications stated in Section 5 for the Economic Hardship Deferral checked below and request that my loan holder defer repayment of my loan (6) beginning _____ (You must provide this date regardless of which condition you check below.)

To qualify, I must meet one of the conditions listed below and must provide the required documentation, as described in Section 6, for only that condition.

Check one:

- (1) I have been granted an economic hardship deferral under the William D. Ford Federal Direct Loan (Direct Loan) Program or the Federal Perkins Loan Program for the same period of time for which I am requesting this deferral. I have attached documentation of the deferral.
 - (2) I am receiving or received payments under a federal or state public assistance program, such as Temporary Assistance for Needy Families (TANF), Supplemental Security Income (SSI), Food Stamps, or state general public assistance. I have attached documentation of these payments.
 - (3) I am serving as a Peace Corps volunteer. I have attached documentation certifying my period of service in the Peace Corps.
 - (4) I work full time and my monthly income does not exceed the larger of (A) the Federal Minimum Wage Rate or (B) 150% of the poverty guideline for my family size and state. I have attached documentation of this income.
- My monthly income (as defined in Section 5) is \$ _____ My family size (as defined in Section 5) is _____
 (A) Federal Minimum Wage Rate (monthly amount, based on \$7.25 an hour) **\$1,256.67**
 (B) 150% of the poverty guideline for my family size and state. **This amount is listed in Section 6.**

SECTION 3: BORROWER UNDERSTANDING, CERTIFICATIONS, AND AUTHORIZATION

I understand that:

- (1) I am not required to make payments of loan principal during my deferral. Interest will not be charged on my subsidized loan(s) during my deferral. However, interest will be charged on my unsubsidized loan(s).
 - (2) I have the option of paying the interest that accrues on my unsubsidized loan(s) during my deferral.
 - (3) I may choose to make interest payments by checking the box below. My loan holder may capitalize interest that does not pay during the deferral period.
 I wish to make interest payments on my unsubsidized loan(s) during my deferral.
 - (4) My deferral will begin on the date the deferral condition began.
 - (5) My deferral will end on the earlier of the date that the condition that establishes my deferral eligibility ends or the certified deferral end date.
 - (6) My maximum cumulative eligibility for an economic hardship deferral is 36 months. Except for a deferral based on condition (3), as described in Section 2, I must reapply every 12 months if I continue to meet the criteria for an economic hardship deferral.
 - (7) If my deferral does not cover all my past due payments, my loan holder may grant me a forbearance for all payments due before the begin date of my deferral. If the period for which I am eligible for a deferral has ended, my loan holder may grant me a forbearance for all payments due at the time my deferral request is processed.
 - (8) My loan holder may grant me a forbearance on my loans for up to 60 days, if necessary, for the collection and processing of documentation related to my deferral request. Interest that accrues during this forbearance will not be capitalized.
- I certify that: (1) The information I provided in Sections 1 and 2 above is true and correct. (2) I will provide additional documentation on my loan if older, as required, to support my deferral status. (3) I will notify my loan holder immediately when the condition that qualified me for the deferral ends. (4) I have read, understand, and meet the eligibility criteria of the deferral for which I have applied, as explained in Section 6.
- I authorize the school, the lender, the guarantor, the Department, and their respective agents and contractors to contact me regarding my loan(s), including repayment of my loan(s), at the current or any future number that I provide for my cellular telephone or other wireless device using automated telephone dialing equipment or artificial or prerecorded voice or text messages.

Borrower's Signature _____

Date _____

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