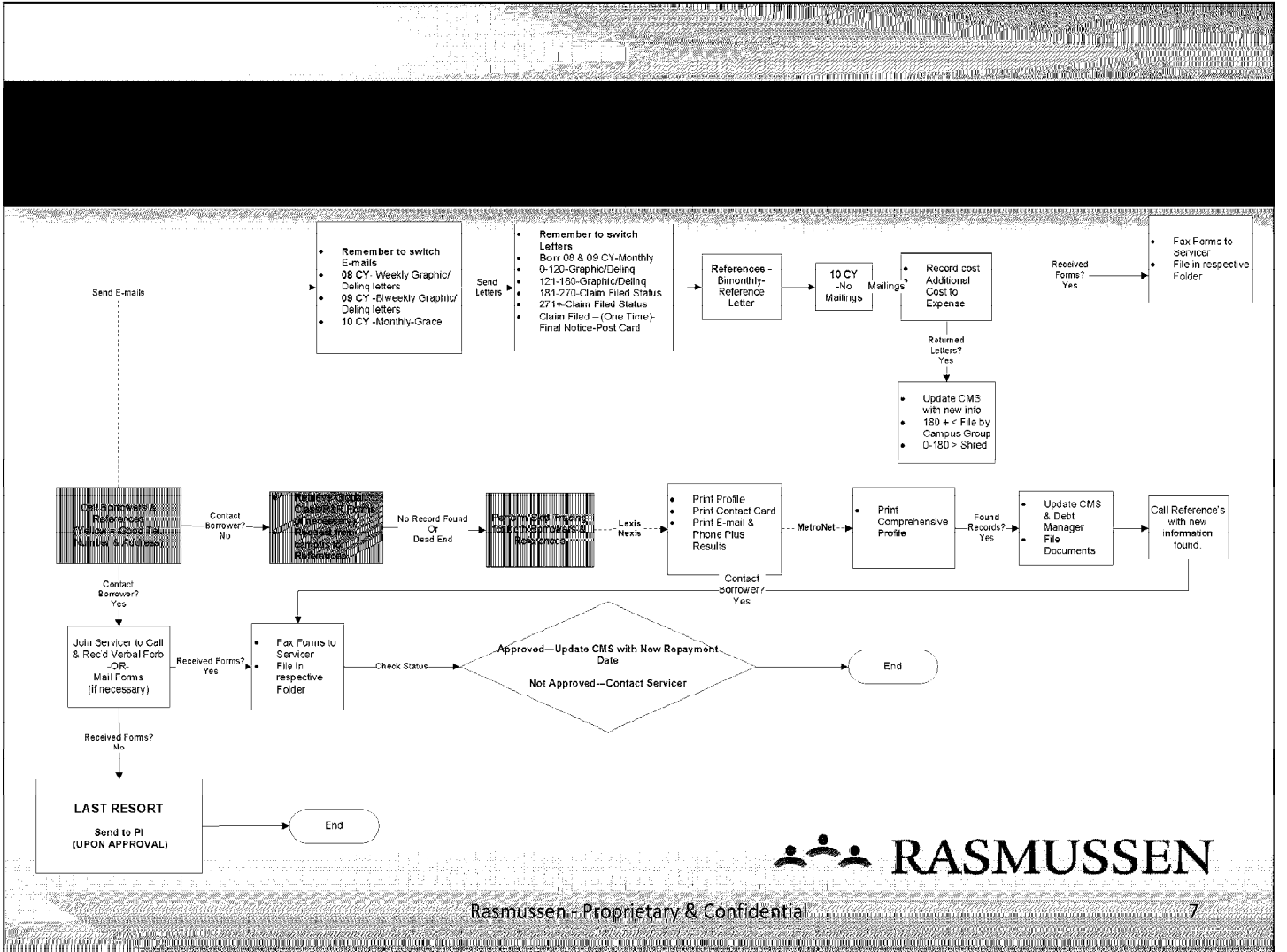


Excerpts, selected by the HELP Committee, from a larger document
produced by the company



Default Management Department



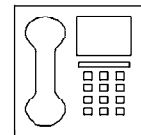
- **Exit Counseling to Campuses**
 - ❖ Provide Training and Packets
 - ❖ Printed out 1400 Packets – **GO GREEN**



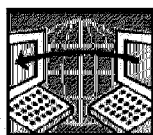
- **Bulk Mailing to delinquent students**
 - ❖ 1500 outgoing mailings per month
 - ❖ 200 incoming mailings per month
 - ❖ Takes 20 hours to stuff mailings



- **Calling Campaigns to students and references**
 - ❖ 1200 outgoing calls per specialist
 - ❖ 80 incoming calls per specialist



- **E-mails**
 - ❖ 1000+ outbound sent
 - ❖ 200 inbound received



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- Default Brochures cost \$800 quarterly
 - Sabrina designed the brochures
- Lexis Nexis & Experian spend \$400 a month
 - Skip Tracing
- Private Investigator spend \$2000 a month
 - Spend \$600 in postage per month
- Return Postage costs \$500 every 6 months
- Envelopes cost \$700 every 3 months
- FedEx spend \$150 a month
 - Average Envelope cost \$10

**Total Cost
for FY 2009
was
\$27,803.51**



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- Performs Skip Tracing on every Borrower at a rate of \$25
- Attains 2 Signatures per student at a rate of \$50 (within state of MN)
 - Will make 3 attempts per borrower prior to an “unable to locate” decision
 - He services other states at a rate of \$75 per signature
- Faxes back to Rasmussen within 12 hours
- The original is mailed back within 3 business days back to Rasmussen
- Reimburse mileage to borrower’s residence at a rate of \$.50 per mile (150 miles maximum)



EXECUTIVE PROTECTION &
VIP BODYGUARD SERVICES

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