



ECSI E-SERVICES Exit Interviews



"Do Web Exits work? You bet they do! Out of 462, we had all but one complete their Web Exit. I honestly believe that students would rather complete their exits on-line and when you think about all the time, effort, resources and money we saved going this route, well, it was a 'no brainer'." —Greg Nelson, Creighton University, Omaha, NE

24/7 Convenience of On-line Exit Interviews

By listening to our clients and applying our Industry-Leading Technology, ECSI has developed our state-of-the-art, On-line Exit Interview Solution to help you manage your Student Loan Portfolio more efficiently and effectively.

ECSI's On-line Exit Interviews are an economical and practical way for your staff and borrowers to complete this important step in the Due Diligence Process. Here's how it works:

- First, by comparing your school's Registration and Graduation Files to our SAL System, ECSI can easily identify and exit all borrowers who have dropped below half-time or separated from school and need to complete an Exit Interview.
- Next, each of your borrowers will receive a Letter or E-mail Notification, which provides all of the necessary information needed to begin the On-Line Exit Interview Process.
- After successfully logging into our secure Web site, your borrowers will be presented with a fully customized, On-line Exit Interview to provide important borrower-specific information, such as: Promissory Note Parameters, Entitlement Provision Information, Outstanding Loan Balances, Rights & Responsibilities, Loan Amortization Schedules, etc.
- And finally, in an effort to ensure that the information is thoroughly understood, each borrower must successfully complete a Ten (10) Question Multiple-Choice Quiz prior to electronically signing their Exit Interview.

ECSI's On-line Exit Interview Solution includes lifetime storage of all completed Exit Interviews and a seamless transfer of data into the SAL System for future collection and auditing purposes.

World Class Customer Service

As an ECSI Client, you'll have access to the Highest Levels of Customer Service and Support in the Industry. Unlike our competitors, ECSI does not have an Automated Phone System or Voicemail. When needed, your staff and students can reach a live, experienced ECSI Customer Service Representative from 7:30 a.m. to 8:00 p.m. EST, Monday through Friday. At ECSI, all requests and inquiries are responded to within 24 hours or less, providing you and your students with World Class Customer Service that will exceed your expectations.

About ECSI

Since our inception in 1972, ECSI has established itself as the Industry Leader by being the most responsive, stable, and cost-effective company in the Student Loan Management Industry.

Today, we continue to flourish because we actually listen and learn from our clients' requests and quickly respond with system enhancements and streamlined solutions that will save you time and money, and reduce hassles, every step of the way.

More than 800 Colleges and Universities across the country would agree. Our Superior Technology, Custom-Designed Solutions and World Class Customer Service are evidence that 36+ years of continuous ownership fulfills a promise of unparalleled quality and reliability.

At ECSI, seeing is believing. Let us show you what so many in your profession have already discovered. ECSI simply provides the most innovative, efficient and well-supported solutions in Higher Education.

For more information or to arrange a demonstration, please contact the ECSI Sales Department at 1.866.841.ECSI (3274) or e-mail us at sales@ecsi.net. We'd love to hear from you.

www.ecsi.net

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