



ECSI VALUE ADDED SERVICES Custom Emails / Postcards



“You should definitely look at ECSI (Educational Computer Systems Inc). I think they are on the cutting edge of technology, which I have found is the way to cut costs and time. They have a windows product (SAL-Net) that just outshines all the rest” — Marcy McCune, Linfield College, McMinnville, OR

Custom Emails & Postcards Reduce Default Rates

When time and internal resources are limited, many clients rely on ECSI’s Custom Email & Postcard Solution to relieve their administrative burden and streamline their internal processes.

In addition to ECSI’s courtesy borrower email notifications for payment processing and past due notices, ECSI also offers our Custom Email and Postcard Service. From Award and Exit Notifications to Soft Collections and everything in between, ECSI’s highly trained System Consultants will work with you to create Custom Emails and/or Custom Postcards to meet your school’s individual needs.

Simply and efficiently designed, this solution offers:

- Full customization & product scalability
- Postcards for Electronic Disclosure bounce-backs
- Custom Emails and Postcards for collection purposes. As an added cost-saving benefit to you, Federal Regulations allow you to charge the related fees back to the borrower as they relate to your collection efforts.

By utilizing these Value Added Services, you and your staff will avoid hours and hours of tedious, resource-draining work, which will allow you to focus on what’s really important.

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, 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

1.866.841.ECSI

