



ECSI VALUE ADDED SERVICES Custom Letters



“We’ve been a customer of ECSI’s for many years and couldn’t be more satisfied. They’re very good at listening to their customers and responding with excellent system upgrades. ECSI’s MS Word-based Document Writer produces a very professional letter with unlimited options. Their Windows-based system is the BEST in the Industry.” — Mary Beth Nally, Rochester Institute of Technology, Rochester, NY

Custom Letters Reduce Default Rates

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

From Paid-In-Full Thank You Letters to Award and Exit Letters to Custom Collection Letters and everything in between, ECSI’s highly trained System Consultants will work with you to create a Custom Letter and/or Custom Letter Series to meet your school’s individual needs.

Just as important, you’ll also have the option to assess a pre-determined Collection Letter Fee that can vary by Letter-Type. All Letter Fees are automatically generated during the initial creation of your letters and will instantly appear on the SAL System and on the borrower’s next ECSI Billing Statement. By assessing a Letter Fee, your school has the ability to recover its initial investment by allowing the Letter Service to pay for itself.

By utilizing ECSI’s 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 or to arrange a demonstration, please contact the ECSI Sales Department at [1.866.841.ECSI \(3274\)](tel:1.866.841.ECSI) or e-mail us at sales@ecsi.net. We’d love to hear from you.

www.ecsi.net

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