



## ECSI VALUE ADDED SERVICES Default Prevention Services



**"There's no denying the advantages we have with the ECSI System. SAL has become a tool to our advantage, as opposed to a weakness that we had to work around. It enables us to maximize our efforts and knowledge of our jobs to provide the best service for the students. The straightforwardness of the program, and the efficiencies we are experiencing, could not have been duplicated by Campus Partners. I'm really glad we got this system, and I can see a big difference in our [Cohort] Default Rate. This is the best move we could've made "** — Karim Lannaman, Florida State University, Tallahassee, FL

### Take Aim with ECSI's Default Prevention Services

**As you know, the best way to manage your Cohort Default Rate is to monitor and counsel your borrowers in their earliest stages of delinquency.** With that in mind, ECSI's Default Prevention Services (DPS) was designed as a cost-effective solution to compliment the Federal Due Diligence Requirements and intensify your collection efforts through a series of fully customized Collection Letters, Phone Calls, and E-mails to help you manage your most important responsibility.

Like most of ECSI's Value Added Services, you'll also have the option to assess pre-determined Collection Letter Fees, Phone Call Fees, and Email Fees that will instantly appear on the SAL System and on the borrower's next ECSI Billing Statement. By assessing these Collection Fees, your school has the ability to recover its 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](mailto:sales@ecsi.net). We'd love to hear from you.**

[www.ecsi.net](http://www.ecsi.net)

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