



## ECSI VALUE ADDED SERVICES DRAP Reporting



**“ECSI is the best We are amazed at how robust SAL is. We like the reporting capabilities. We also like how easy it is to process payments, deferment, etc. What ECSI says it will do is exactly what it does. ECSI has the IT staff that we all wish/dream we could work with, and have a turn around time that is blazing fast.” —**

Dennis Swartz, Ball State University, Muncie, IN

### Default Reduction Assistance Program Reporting

To assist schools in bringing defaulted borrowers into repayment, the U.S. Department of Education has established the Default Reduction Assistance Program (DRAP). Under DRAP, a school can request that the Department send delinquent borrowers a letter designed to warn them of the seriousness of default.

As DRAP is intended to get the borrower back into repayment before the account goes to a collection agency, this service should not be requested once a collection agency is involved. Based on the Department of Education’s recommendation, DRAP Reporting is usually provided during the 30-day period during which a school is awaiting response to the final demand letter.

By utilizing ECSI’s DRAP Reporting Service, ECSI will send a monthly electronic file to the U.S. Department of Education containing all borrowers who meet your school’s DRAP delinquency criteria. Upon receipt, the Department will mail an Official U.S. Federal Government Delinquency Letter to each of your delinquent borrowers, in an effort to bring their account(s) current.

### 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 borrowers 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 borrowers 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](mailto:sales@ecsi.net). We’d love to hear from you.**

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

1.866.841.ECSI

